

REVENUE MODERNIZATION PROGRAM

U.S. Customs and Border Protection Revenue Modernization Program

“Slash the Cash” – Moving Toward a Cashless Port

Electronic Payment Options (ePO) Curriculum Training
eCBP Broker License Exam Registration and Payment Overview

April 2020

Publication Number 1069-0302



U.S. Customs and
Border Protection



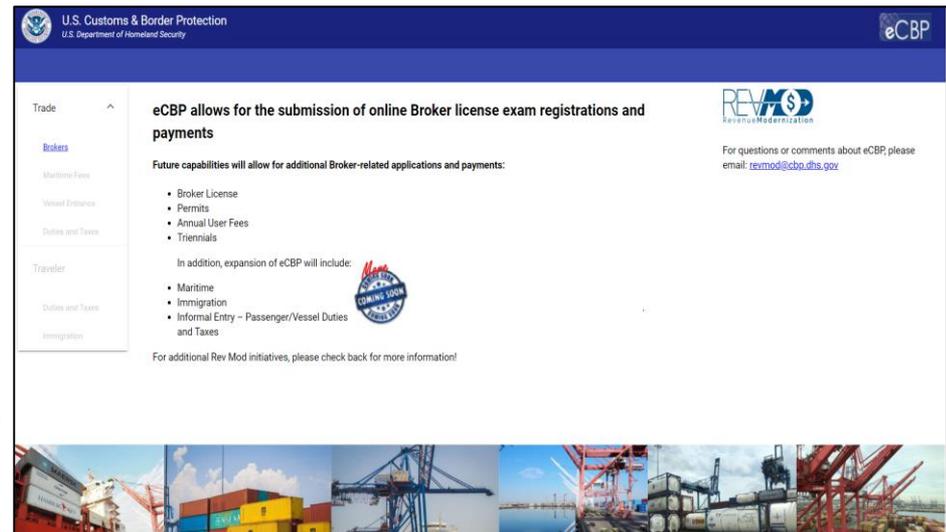
eCBP Overview & Benefits

Allows customers to pay duties, taxes, and fees online by leveraging the U.S. Treasury's Pay.gov solution, resulting in:

- Online interactive forms where information is stored for use in future applications and payments
- Ability to create a single account using Login.gov that can be used for other secure U.S. government systems, such as Global Entry and other trusted traveler websites
- Reduced processing/wait times for customers at the ports as payments can be made using the eCBP portal
- Enhanced customer experience because of electronic receipts that can also be stored in a portable digital format (PDF)
- Ability to complete transactions through multiple payment options, including Amazon Pay, credit and debit cards, and PayPal

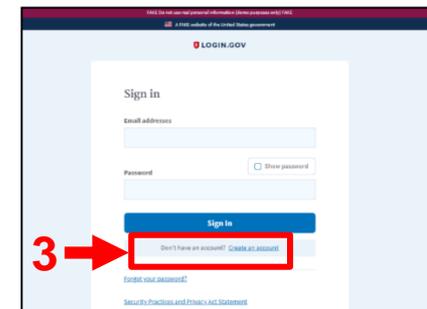
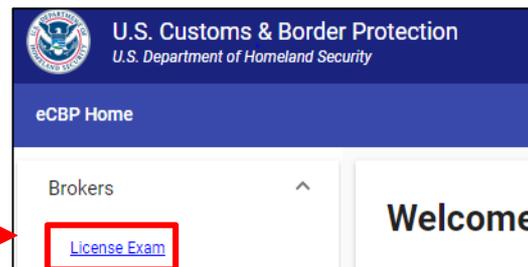
Navigating to eCBP

- URL: <https://e.cbp.dhs.gov>
- From the eCBP portal, Broker License Exam applicants are able to complete the electronic application and make electronic payments using Pay.gov
- **Two Panels of Information**
 - **Trade/Traveler Selection** (found on the left-hand side of the page with some tabs greyed out)
 - **General Information** (found in the center of the web page)



Logging in to eCBP

- The eCBP home page provides direct access to Login.gov, the secure way to log into the eCBP portal
- Seamless integration with Login.gov helps users maintain account information for previous transactions (i.e. returning users or visitors of trusted traveler sites) – returning users simply login and initiate transactions
- First-time Login.gov users will need to create a new account
- 2-step authentication exists for improved security measures
 1. eCBP home page → **Brokers** link → **License Exam** link
 2. eCBP Brokers home page → select **Login**
 3. Create an account on the Login.gov screen



Security Notification – Consent and Continue

Security Notification



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.

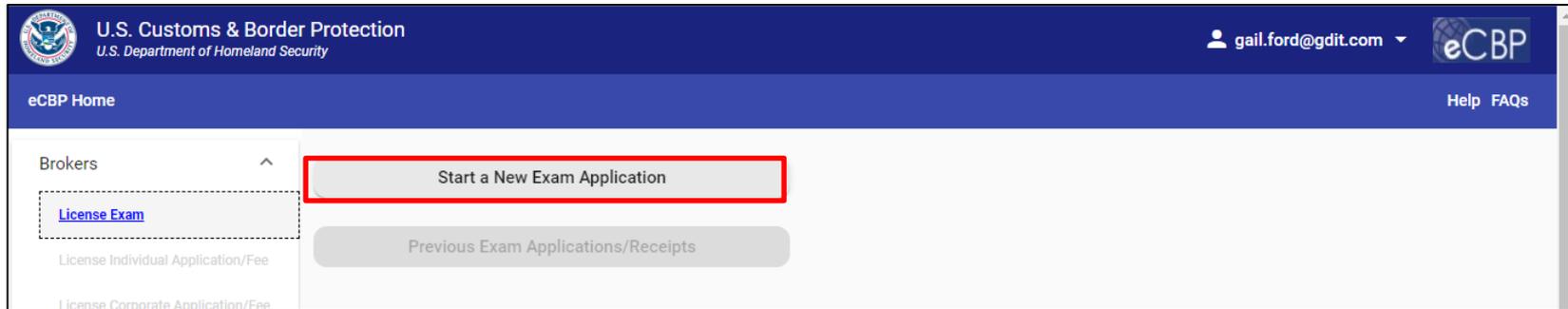
By using this system, you consent to the terms set forth in this notice.

- 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.

DECLINE & EXITCONSENT & CONTINUE

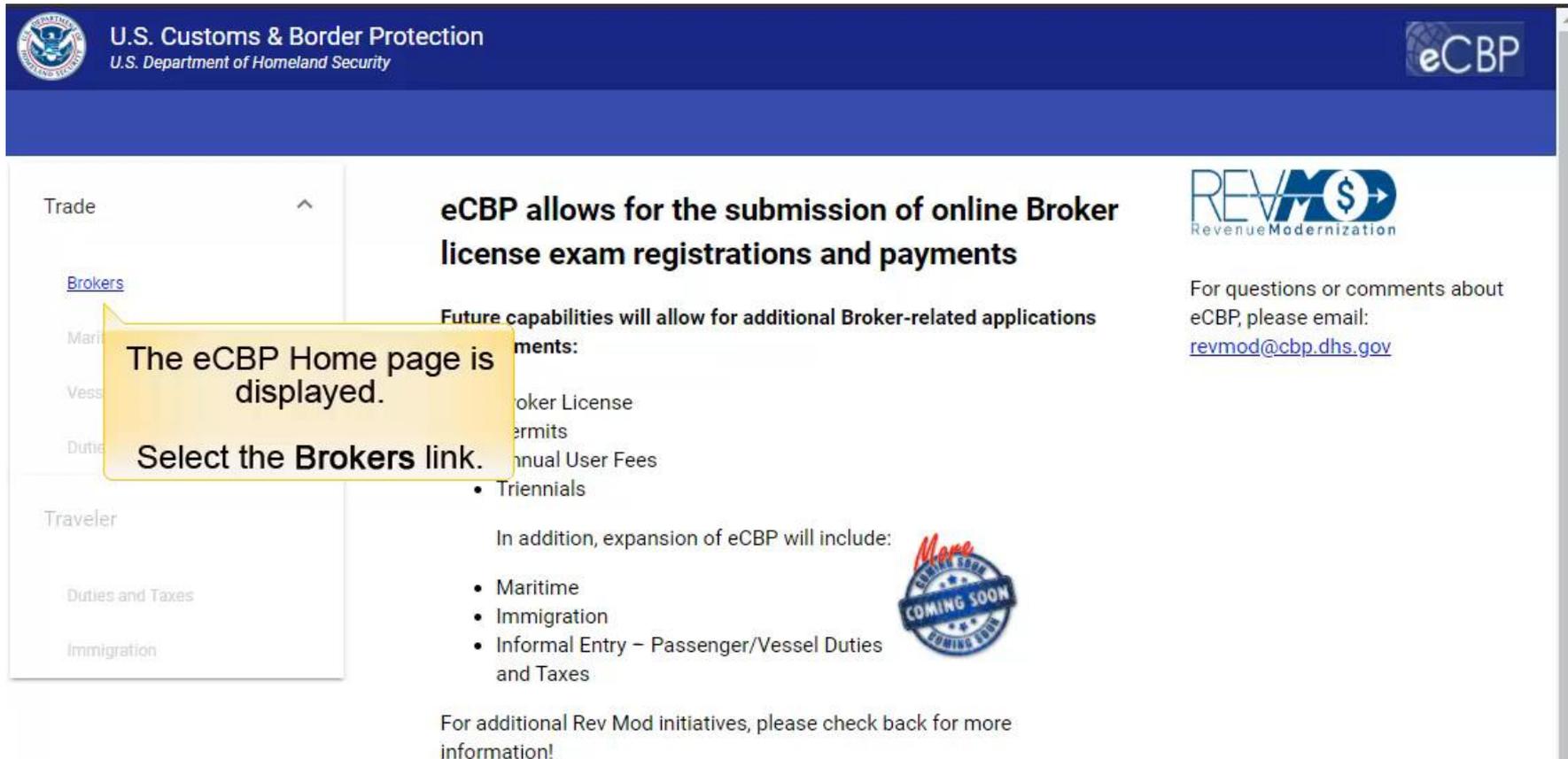
- After first selecting the **Brokers** hyperlink and then selecting the **License Exam** hyperlink, the **Security Notification** message is displayed
- Broker exam applicants can either select **CONSENT & CONTINUE** to accept the DHS regulations or select **DECLINE & EXIT** if they do not agree with the regulations

Start a New Application or Continue a Previous Application



- Broker applicants can select **Start a New Exam Application** to start a new CBP Broker Exam Application
- If a broker applicant has previously started an exam application, he or she would select **Previous Exam Application/Receipts** to complete the existing application or display a broker exam receipt

Demonstration: Creating a New eCBP Account



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

eCBP

Trade

Brokers

Maritime

Vessel

Duties

Traveler

Duties and Taxes

Immigration

eCBP allows for the submission of online Broker license exam registrations and payments

Future capabilities will allow for additional Broker-related applications and payments:

- Broker License
- Permits
- Annual User Fees
- Triennials

In addition, expansion of eCBP will include:

- Maritime
- Immigration
- Informal Entry – Passenger/Vessel Duties and Taxes

For additional Rev Mod initiatives, please check back for more information!

REV MOD
Revenue Modernization

For questions or comments about eCBP, please email: revmod@cbp.dhs.gov

More COMING SOON



Completing Broker License Exam Application:

Eligibility Questions will prevent an applicant from continuing if he or she is not eligible

Users must confirm the following:

- Citizenship status
- Age
- U.S. government employee status
- Pre-existing application check against social security number (SSN) and date of birth (DOB)

1 Eligibility - Citizenship

Is the applicant a U.S. Citizen? (on the exam date: 4/24/2019)*

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

19 CFR 111.13(b) specifies in order to be eligible to take the broker examination, an individual must (on the date of the examination) be a U.S. citizen.

2 Eligibility - Age

Has the applicant attained 18 years of age? (on the exam date: 10/23/2019)*

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

19 CFR 111.13(b) specifies in order to be eligible to take the broker examination, an individual must (on the date of the examination) have attained 18 years of age.

3 Eligibility - Reserves

Is the applicant an Officer or Employee of the United States? (on the exam date: 10/23/2019)*

No Yes (If Yes, you can not apply for a license, exception for Reserves) Yes (Reserves not on active duty)

CFR 111.11(a) In order to obtain a broker's license, an individual must not be an officer or employee of the U.S. government.

4 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)*

Demonstration: Completing an Exam Application

The screenshot shows the eCBP Broker Home Page. The top navigation bar includes the U.S. Customs & Border Protection logo, the text "U.S. Customs & Border Protection" and "U.S. Department of Homeland Security", the user email "johnson1014@gmail.com", and the "eCBP" logo. Below the navigation bar, the page title is "Welcome to the eCBP Broker Home Page!". A callout box highlights the "License Exam" link in the left sidebar and provides instructions: "When signed in from your new eCBP account, the eCBP Broker Home Page is displayed. Select the License Exam link." The main content area contains a notice about a Customs Broker License Examination scheduled for 5/23/2020, with a period from 2/8/2020 to 2/15/2020. A link to "CBP Customs Brokers" is provided for more information.

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

johnson1014@gmail.com

eCBP

eCBP Home Help FAQs

Brokers ^

[License Exam](#)

License Exam

License Exam

Fingerprints

Permissions

Annual Renewal

Triennial Status Report/Fee

Welcome to the eCBP Broker Home Page!

A Customs Broker License Examination will be conducted 5/23/2020

The examination period for the License Examination will be from 2/8/2020 to 2/15/2020

For more information, please refer to [CBP Customs Brokers](#)

When signed in from your new eCBP account, the eCBP Broker Home Page is displayed.
Select the License Exam link.

Saving an Exam Application & Retrieving a Saved Application

- After an applicant completes the eligibility questions in the ***Applicant Details*** section, he or she can save their application by selecting **Save**
- The next time an applicant logs-in, he or she will be able to see his or her saved application and they can continue completing the Broker License Exam application

The screenshot displays the eCBP (Electronic Customs and Border Protection) interface. At the top, the header includes the U.S. Customs & Border Protection logo, the text "U.S. Customs & Border Protection U.S. Department of Homeland Security", a user profile for "alina.andrade@associates.cbp.dhs.gov", and the "eCBP" logo. Below the header, a navigation bar contains "eCBP Home" and "Help FAQs". The main content area features a sidebar on the left with a "Brokers" section and a list of application types: "License Exam Registration/Fee", "License Individual Application/Fee", "License Corporate Application/Fee", "Fingerprint Fee", "Permit Application Fee", "Annual Permit User Fee", and "Triennial Status Report/Fee". The main panel is titled "Applicant Details" and contains a form for "Applicant Information". The form fields are: "First Name *" with the value "Jane", "Middle Name", "Last Name *" with the value "Smith", and "Suffix". A navigation bar at the top of the form area includes buttons for "Back", "Next", "Save", "Preview", and "Exit". The "Save" button is highlighted with a red box, and a red arrow points to it from below.

Completing Broker License Exam Application Payment

- After an application is completed, the payment information is entered by the applicant and processed in Pay.gov
- Pay.gov allows for AmazonPay, PayPal, and Credit/Debit payments
- Stored receipts will be in the user account for subsequent review

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](#)

Demonstration: Processing a Payment Using a Credit or Debit Card

Back Next Save Preview Exit

Port of Affiliation: 1303 Baltimore, MD
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

Fee Type: Broker Exam
Quantity: 1
Rate: \$200.00
Total p: 200.00
Grand: 200.00

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

WARNING
of the a
facts is

at the statements contained in the foregoing
belief. I acknowledge that if I wish to withdraw from
withdrawal to the CBP Broker Management Branch
9 PM my local time on 03/29/2020.

I, John Smith
application are true and correct
the exam and receive a refund
via email at brokermanagement@cbp.dhs.gov

Download Draft e-Sign & Pay

About CBP Newsroom Travel Accessibility Accountability DHS Components FOIA Forms Inspector General No FEAR Act Privacy Site Policies The White House
USA.gov Trade Border Security Careers

Instagram Facebook Twitter LinkedIn YouTube Email

CBP recommends using the Chrome browser, latest version, for processing Broker Exam Applications. For additional information refer to FAQs.

Once you select OK, you will be taken to Pay.gov to complete your payment.

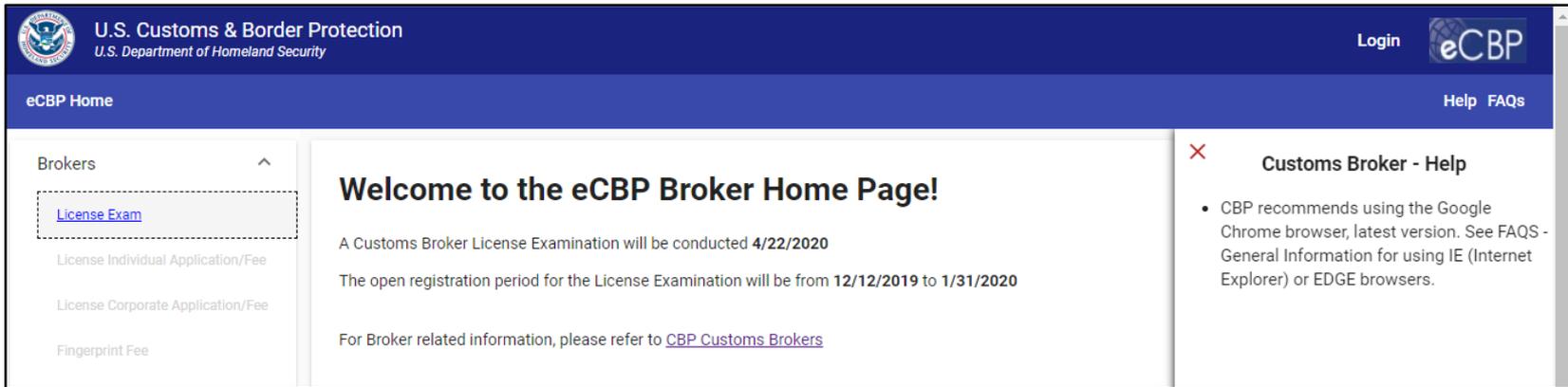
Retrieving a Completed Exam Application and Receipt

- From the eCBP home page, select the 'Brokers' link and then the 'License Exam' link for the previously completed Broker License Exam documents
- **Completed Documents** will display with links to stored information on previous exam applications and payments/receipts



Help Menu & FAQs

- Access CBP Customs Broker **Help** tab on the right-hand side of the screen
- View FAQs by clicking the tab on the right-hand side of the screen



The screenshot displays the eCBP Broker Home Page. The top navigation bar includes the U.S. Customs & Border Protection logo and text, a "Login" button, and the "eCBP" logo. Below this, the "eCBP Home" header is visible, with "Help" and "FAQs" tabs on the right. The main content area is divided into three sections:

- Brokers**: A sidebar menu with an upward arrow, containing links for "License Exam" (highlighted with a dashed border), "License Individual Application/Fee", "License Corporate Application/Fee", and "Fingerprint Fee".
- Welcome to the eCBP Broker Home Page!**: A central message stating that a Customs Broker License Examination will be conducted on 4/22/2020, with an open registration period from 12/12/2019 to 1/31/2020. It also provides a link to "CBP Customs Brokers" for more information.
- Customs Broker - Help**: A right-hand sidebar with a red 'X' icon, containing a bullet point that recommends using the Google Chrome browser (latest version) and provides a link to "FAQs - General Information for using IE (Internet Explorer) or EDGE browsers."

Contacts

For eCBP Troubleshooting Support:

- CBP Information Center:
 - **Help Desk Phone Number: 877-227-5511**
 - **Hours of Operation: 8:00 AM – 4:30 PM EST, M-F**
 - **For more information online: <https://help.cbp.gov/>**

REVENUE MODERNIZATION

Revenue Modernization



U.S. Customs and
Border Protection