



eCBP Broker Triennial Status Report Submission

Individual License – Not actively engaged in transacting business as a broker

Quick Reference Guide

The following are common tasks that broker license holders need to perform in eCBP.

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

Accessing eCBP

- eCBP home page: <https://e.cbp.dhs.gov>

Completing a Triennial Status Report (TSR): Individual License – Not actively engaged in transacting business as a broker

- On the eCBP home page, select **Brokers**.



- On the Brokers home page, select **Triennial Status Report**.



- In the pop-up window, select **CONSENT & CONTINUE**.



- On the Login.gov screen, enter email, password, and select **Sign In**.

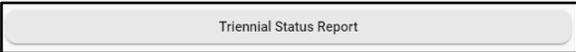


- For first-time users, or if you have forgotten your password, refer to the [eCBP Broker TSR Quick Reference Guide How to Log In](#).

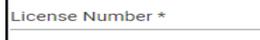
- On the Brokers home page, select **Triennial Status Report**.



- Select **Triennial Status Report** button.

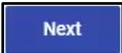


- On the **License Information** screen, enter the **License Number** and **Issue Date** exactly as they appears on your paper license.



Date can be entered by entering all eight digits or through the pulldown calendar button on the right.

- Select **Next**





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10. If the license number and issuance date are a valid combination and the license is eligible for a TSR to be submitted, the screen will populate the **Licensee Name** and **Issuing Port**.

- a. If the license number and issuance date are not a valid combination, the system will allow three retries before logging the user off the system. The user's login will be frozen for 20 minutes.
- b. If no match was found for the license information or the combination of license number and date of issue does not match the information in the ACE data.

No match was found for the license information

- Re-enter license information
- If error persists, visit CBP Information Center at <https://help.cbp.gov> or contact 1-877-227-5511

Close

- c. If the license does not match login credentials, then another login.gov identity has already begun filing a TSR for this license number/date of issuance combination. Check which alternative login.gov identity was previously used to access this license.

License does not match login credentials

- License is associated with a different login.gov account
- For questions visit CBP Information Center at <https://help.cbp.gov> or contact 1-877-227-5511

Close

- d. If assistance is needed with the eCBP website, visit the [CBP Information Center](#) or call 1-877-227-5511.

11. Below the licensee information three minimum eligibility questions appear (19 CFR 111.30(d))

- a. Are you actively engaged in transacting business as a broker? **Y/N** Yes No

Those who are employed by a broker but are not directly involved in any activities that fall under the scope of the definition of customs business may report that they are not actively engaged in customs business.

 Yes No

However, it is permissible for an individual licensed customs broker, regardless of what activity they perform for their present broker employer, to indicate that they are “actively engaged” in transacting business if their employer is a licensed customs broker and which is currently transacting or has recently transacted customs business on behalf of others.

Note: *In this circumstance, if the broker employer will be paying the TSR fees, **Yes** must be selected.*

- b. Are you currently a Federal employee? **Y/N** Yes No Yes (Reserves not on active duty)

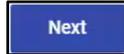


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- c. Have you engaged in any conduct that could constitute grounds for suspension or revocation of your license as described in 19 CFR 111.53? **Y/N** Yes No

Should the license holder have reason to answer **Yes** to this question, an explanation box will appear for a brief response.

12. Select **Next**



13. **Address & Contact Screen**, confirm or edit mailing address and enter email address:

a. Mailing Address

- i. **Street Number** (required): enter the house/building number only, do not include the street name or unit number in this field.
- ii. **Street Name** (required): full street name, include direction and/or type if appropriate
- iii. **Apt, Suite, Unit #** (optional)
- iv. **City** (required)
- v. **State/Province** (required)
- vi. **Zip Code** (required)
- vii. **Country** (required)

The Trillium address standardization program may offer an updated USPS approved address; user may accept the suggested address or ignore and continue.

b. Contact Information

- i. **Email address**
- ii. **Confirm email address**

Confirmation must be retyped, the system will not allow copy/paste

14. Review/e-Sign Screen

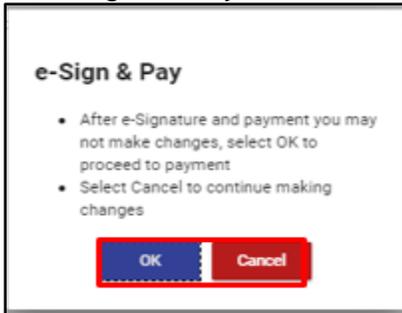
- a. On the bottom of the Review/e-Sign screen, enter **License holder name** in the signature field.

- b. On the Review/e-Sign screen, select **e-Sign & Pay**.





c. Warnings: the system will warn that the TSR will be locked upon payment



d. Select payment method, follow instructions for method chosen



Processing a Payment Using Amazon Pay

• On the **Please select a payment method** screen; select the **“I want to pay with my Amazon account”**  option.

• In the pop-up window, select **OK**. 

• On the **Amazon Pay screen**, enter the required information and select **Place your order**.



• On the **Payment Review** screen, select the Authorization checkbox and select **Continue**.



Processing a Payment Using PayPal

• On the **Please select a payment method** screen; select the **“I want to pay with PayPal”**  option.



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- On the PayPal account Home page, enter in your email and password associated with your account and select **Log In**.



- On the **PayPal pay** screen, enter in the required information and select **Continue**.



- On the **Payment Review** screen, select the Authorization checkbox and select **Continue**.



Processing a Payment using Credit/Debit Card

- From the Please select a payment method screen; select the “**I want to pay with a debit or credit card**”  option.

- In the pop-up window, select **OK**.



- On the Credit and Debit Card account information screen, enter in the required fields and select **Continue**.



- On the Payment Review screen, select the Authorization checkbox and select **Continue**.



15. Payment Summary completes the payment process



- 16. Follow processes below to retrieve/download copies of payment receipt and the submitted TSR.

Retrieving a Completed Triennial Status Report

- On the eCBP Home page, select **Brokers**.





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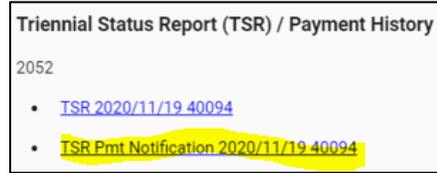
2. On the Brokers Home page, select **Login**. 
3. In the pop-up window, select **CONSENT & CONTINUE**. 
4. On the Login.gov screen, enter email, password, and select **Sign In**. 
5. Select **Triennial Status Report**. 
6. Select **Completed Status Reports/Receipts**. 
7. Select the desired completed **TSR**. 

Retrieving a Broker License TSR Receipt

1. On the eCBP Home page, select **Brokers**. 
2. On the Brokers Home page, select **Login**. 
3. In the pop-up window, select **CONSENT & CONTINUE**. 
4. On the Login.gov screen, enter email, password, and select **Sign In**. 
5. Select **Triennial Status Report**. 
6. Select **Completed Status Reports/Receipts** 



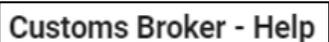

7. Select the desired completed **TSR payment receipt**.



Top of Screen Navigation Buttons

1. Back  - Allows user to move backward one screen
2. Next  - Allows user to advance forward one screen
3. Save  - Allows work to be saved, user can save and exit and retain inputs to date after the work has been saved
4. Preview  - Follow the on-screen instructions to download and view a PDF copy of the TSR; showing all inputs entered to this point. Upper left-hand corner signifies that the report is in 'DRAFT' status, the report has not been completed.
5. Exit  - Allows work to be saved and exits the user from the TSR system, returns the user to the eCBP Broker homepage.

Viewing the Help Menu

1. On the eCBP Home page, select **Brokers**. 
2. Select **Help**  (upper right-hand corner of the screen).
3. The **Customs Broker – Help**  information is displayed.

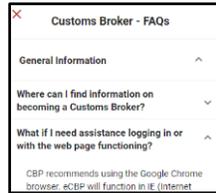
Viewing the FAQs

1. On the eCBP Broker home page, select **FAQs**. 
2. On the Customs Broker - FAQs, expand **General Information**. 



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3. In the General Information section, expand the “**What if I need assistance logging in or with the web page functioning?**” question.



4. From the **Customs Broker – FAQs** tab, select the **Triennial Status Report** tab. Review the various topics and their solutions.

