eCBP Broker Triennial Status Report Submission:

Organization License – Partnership, Corporation or Association, 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/ecbp**

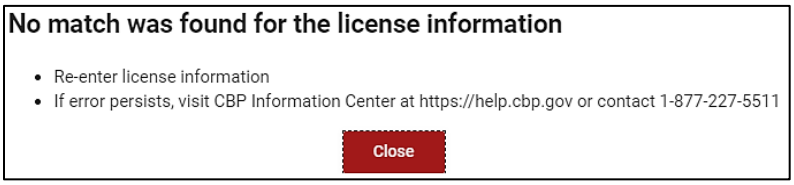
Completing a Triennial Status Report (TSR): Partnership, Corporation or Association, actively engaged in transacting business as a broker

1. On the eCBP home page, select **Brokers**. Brokers
2. On the Brokers home page, select **Triennial Status Report.** Triennial Status Report
3. In the pop-up window, select **CONSENT & CONTINUE**. CONSENT & CONTINUE
4. On the Login.gov screen, enter email, password, and select **Sign In**. Sign In
5. On the Brokers home page, select **Triennial Status Report.** Triennial Status Report
6. Select **Triennial Status Report** button. Triennial Status Report
7. On the License Information screen, enter **the License Number and Issue Date** exactly as they appear on your paper license. License Number * Issue Date (MM/DD/YYYY)* Date can be entered by entering all eight digits or through the pulldown calendar button on the right.
8. Select **Next** Next

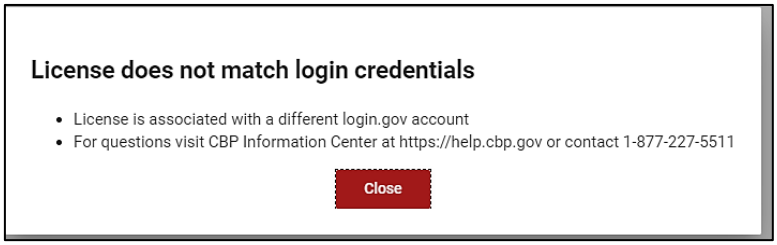
9. If the License Number and Issue Date are a valid combination and the license is eligible for a TSR to be submitted, the screen will populate the **License Name** and **Issuing Port**.

   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, the combination of license number and date of issue does not match the information in the ACE data.



   c. If the license does not match login credentials; another login.gov identity has already begun filing a TSR for this license number/date of issuance combination. Make sure an alternative login.gov identity was previously used to access this license.



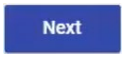
   d. If assistance is needed with the eCBP website, visit CBP Information Center or call 1-877-227-5511.

10. Below the Licensee information a **single minimum eligibility question** appears (19 CFR 111.30(d))

   a. Are you actively engaged in transacting business as a broker? **Y/N**

   Partnerships, corporations, and associations must also report to customs in a status report whether or not they are actively engaged in customs business. An organization which currently transacts or recently transacted customs business on behalf of others should report that they are "actively engaged" in customs business.

   While the brokerage must truthfully answer this question, the path through the TSR is not altered based on the answer.

11. Select **Next** 

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

   a. Principal 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

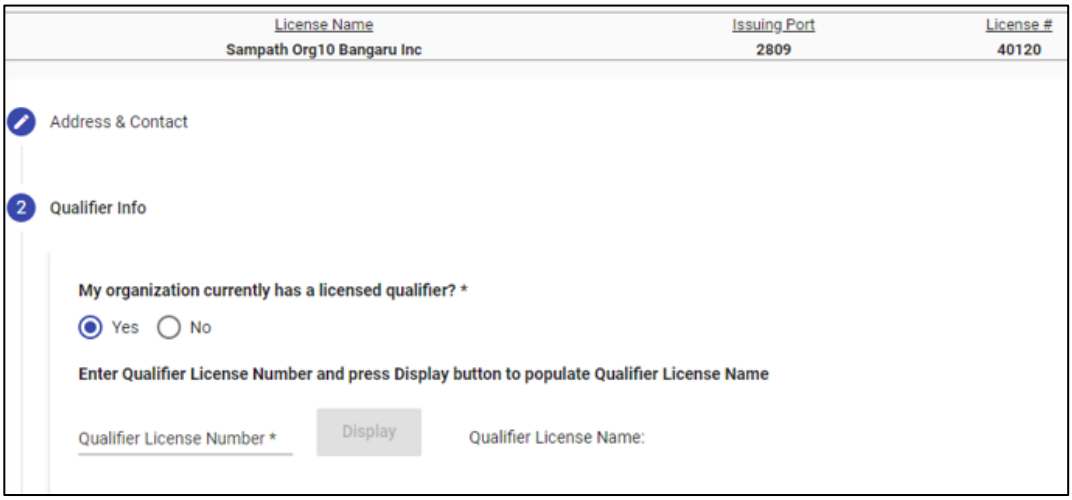
iii. Website is optional

Confirmation must by retyped; the system will not allow copy/paste.

This information has been prepopulated from the ACE database; however updates do not get transferred back to the ACE database. The license holder must alert their BMO to any business address changes.

13. **Qualifier Info Screen**, Verify license qualifier information. As the system verified the license holder's license number and issue date, the system also cross referenced that the license holder is a partnership, corporation or association and thereby is required to have a licensed partner or company officer who qualifies the organization for a license. This classifies the entity as an organization broker in the conduct of broker business.

a. **My organization currently has a licensed qualifier?** Yes



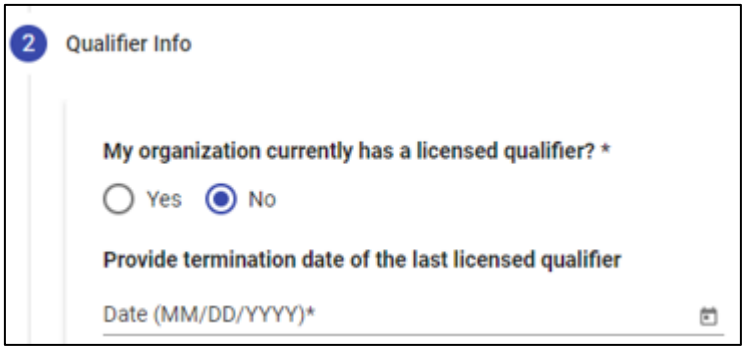
i. Enter the **Qualifier License Number**, press Display

ii. Verify that the **license holder** named is the correct qualifier

1. Yes, proceed
2. No, enter a different license number

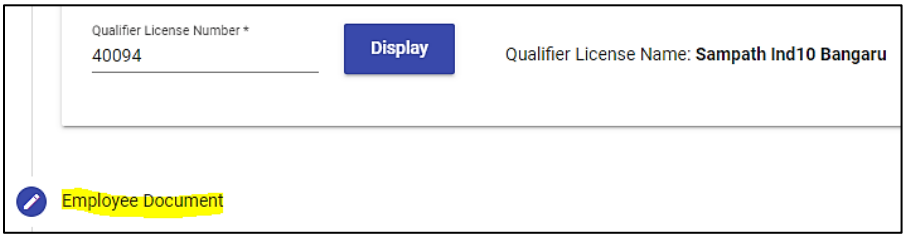
iii. Verify the selected **qualifier** and their **license number**

b. **My organization currently does not have a licensed qualifier?** No



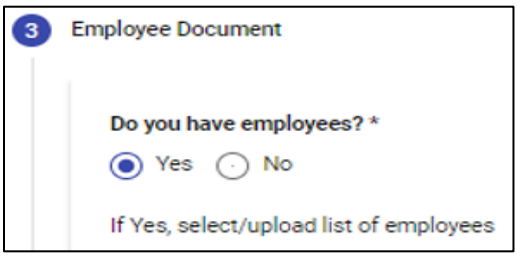
c. Enter the date of termination for the last licensed CBP recognized qualifier. In the case of an individual broker who is a qualifying member of a partnership for purposes of 19 CFR §111.11(b) or who is a qualifying officer of an association or corporation for purposes of 19 CFR §111.11(c)(2), that individual broker must immediately provide written notice to the Assistant Commissioner when his employment as a qualifying member or officer terminates and must send a copy of the written notice to the director of each port through which a permit has been granted to the partnership, association, or corporation.

d. Regardless of answering ‘Yes’ or ‘No’ to the **Qualifier** Info questions, once the section is completed press the ‘**Employee Document**’ button to proceed.



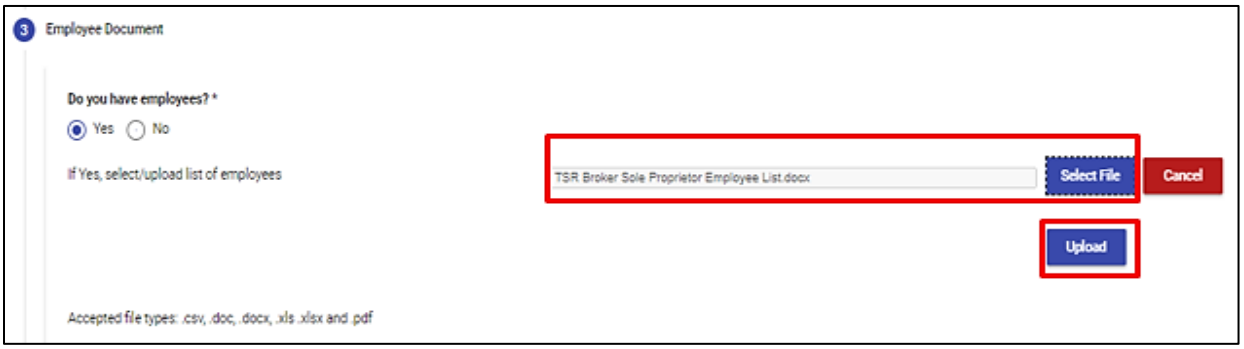
14. **Employee Document Screen**, confirm if the Organization Broker has employees and if 'Yes', provide a document upload of the employee list in accordance with 19 CFR 111.28(b).

   a. **Do you have employees?**



      i. Select Yes or No

   b. If Yes, **select/upload list of employees**.

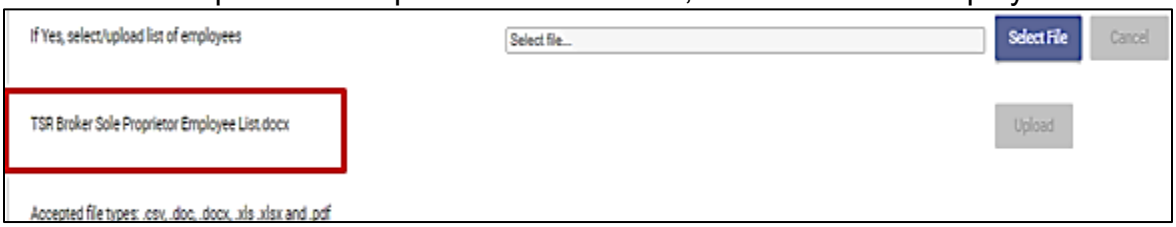


      i. Navigate to the directory/folder on your computer by pressing the **Select File** button. After selecting the file, the file name will appear. **Select Upload** to transfer the file into eCBP.

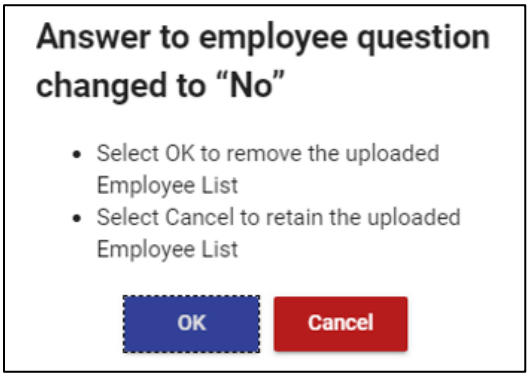
      ii. If the file needs to be updated or replaced, simply follow the **Select File** instructions above. Each upload overwrites the previous upload file.

      iii. Note: The file must be: .csv, .doc, .xls, .xlsx, or pdf format.

   c. When the file upload is complete and successful, the file name is displayed.



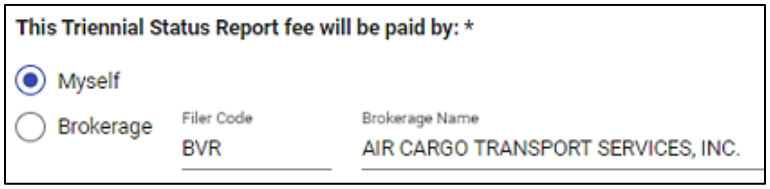
d. If it is determined that the filer wishes to change their selection to 'No', they do not have employees, the system will verify the change.



Press **OK** to continue, the uploaded file will be deleted.

15. **Payer Selection Screen**, signify if the TSR fee will be paid by 'Myself' or the 'Brokerage' organization

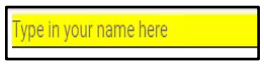
a. Myself



b. By signifying that the license qualifier will pay solely for the organization, the filer will continue on to the e-sign and pay section to complete the TSR filing process. (**Continue to Step 16**)

c. By signifying that the organization will pay on behalf of themselves and their licensed broker employee(s), the filer will e-sign their report and leave it in 'payment pending' status. (**Continue to Step 20**)

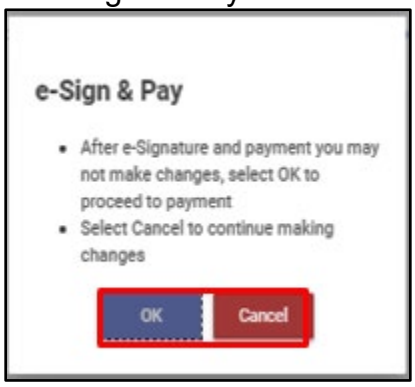
16. **Review/e-Sign Screen – Myself Pay**

a. On the bottom of the Review/e-Sign screen, enter **License Qualifier name** (licensed partner or officer) 

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 the 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** amazon pay option.
- In the pop-up window, select **OK**. OK
- On the **Amazon Pay screen**, enter the required information and select **Place your order**.
- On the Payment Review Place your order screen, select the Authorization checkbox and select **Continue**. Continue

Processing a Payment Using PayPal

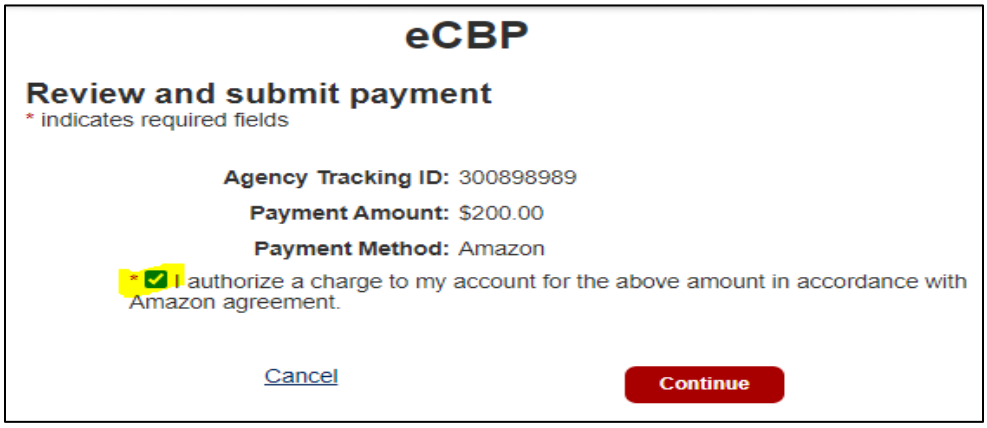
- On the **Please select a payment method** screen, select the **I want to pay with PayPal** PayPal option.

- On the PayPal account Home page, enter your email and password associated with your account and select **Log In**. Log In
- On the **PayPal pay** screen, enter the required information and select **Continue**. Continue
- On the **Payment Review** screen, select the Authorization checkbox and select **Continue.** Continue

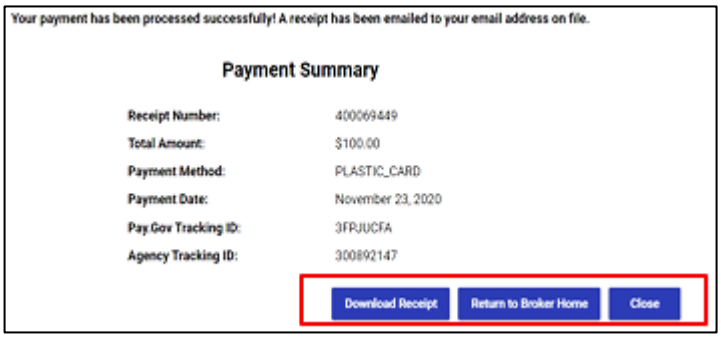
Processing a Payment using Credit/Debit Card

- From the **Please select a payment method** screen, select the **I want to pay with a debit or credit card** I want to pay with a debit or credit card option.
- In the pop-up window, select **OK**. OK
- On the **Credit and Debit Card account information** screen, enter the required fields and select **Continue**. Continue
- On the **Payment Review** screen, select the Authorization checkbox and select **Continue**. Continue

17. After entering mode and payment information, the system will request your final authorization to make the charge.



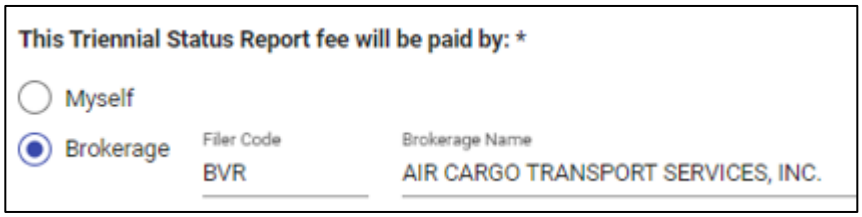
18. **Payment Summary** completes the payment process for payment by "Myself".



19. Follow processes below to retrieve/download copies of payment receipt, payment notification and the submitted TSR. (see "**Retrieving a Completed Triennial Status Report**" and/or "**Retrieving a Broker License TSR Receipt/Payment Notification**" below)

20. **Payer Selection Screen**, signify that the TSR fee will be paid by **'Brokerage'** employer.

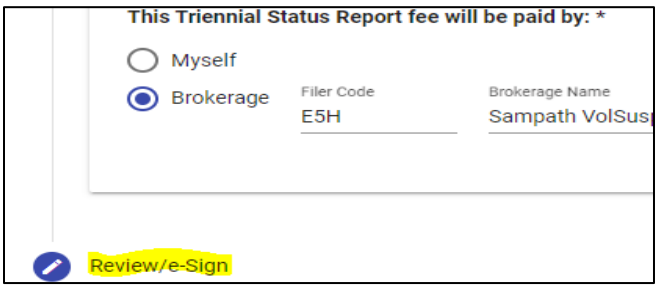
    a. Brokerage



Note: TSR is not considered submitted until the fee has been paid. The individual license holder is ultimately responsible to ensure the payment is made in a timely manner.

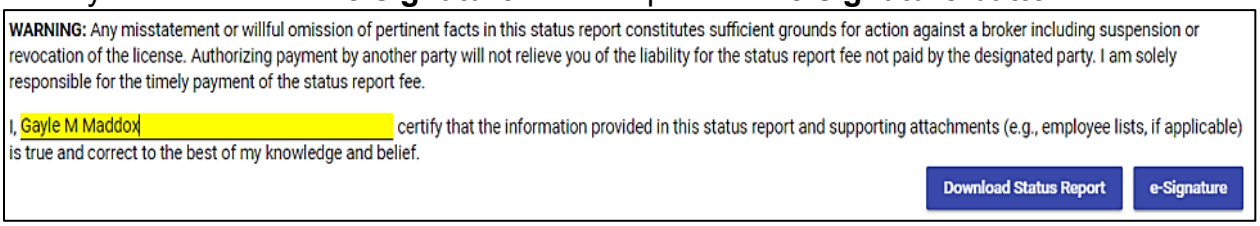
    b. By signifying that the brokerage will pay on behalf of themselves and their employee(s), the filer will e-sign their report and leave it in 'payment pending' status.

    c. Once you have selected **Brokerage pay** and verified the **Filer Code** to be correct, press the **'Review/e-sign'** button to proceed.

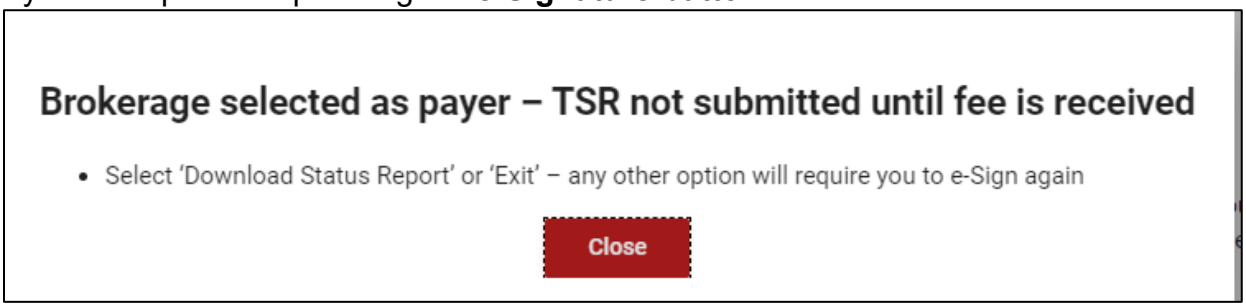


21. **Review/e-Sign Screen**, apply e-signature and exit the system as the TSR is in 'Payment Pending' status.

a. Enter your name on the **e-signature** line and press the **e-signature button**



b. System response to pressing the **e-Signature button**

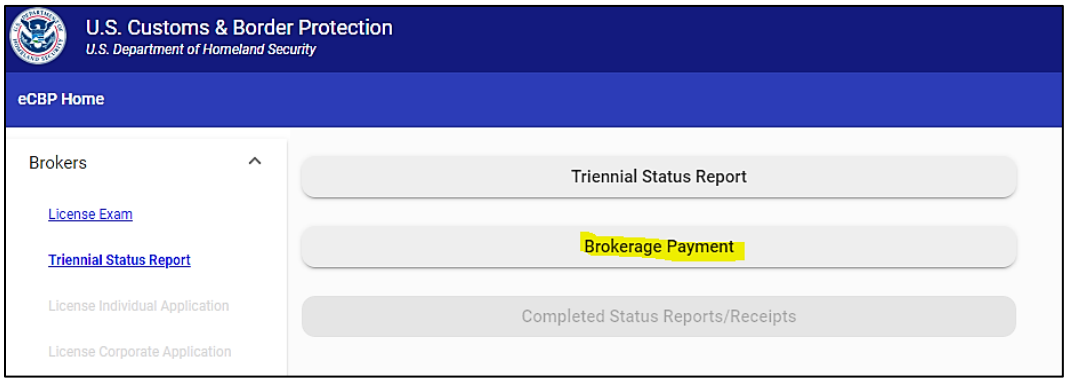


c. If you download the TSR at this point, the print out will indicate the status as 'Payment Pending' in the upper left-hand corner of the report. Once the fee for this license has been paid, the final version will be deposited in your 'Completed Status Reports/Receipt' file and will no longer indicate 'Payment Pending'. Select the **'Exit'** button at the top of the screen.

d. When the brokerage employer has made payment on behalf of the licensed employee(s), a 'payment notification' will be emailed to the email address indicated on the **'Mailing & Contact'** screen. TSR stored in eCBP is now final and considered filed in a timely manner.

Select and pay multiple 'Payment Pending' TSRs

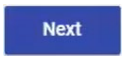
1. From the Triennial Status Report Home page, select '**Brokerage Payment**'



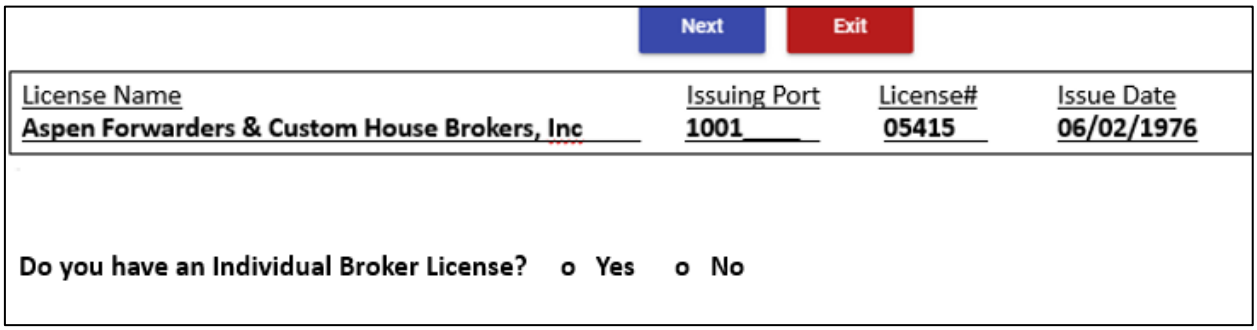
2. On the **License Information** screen, enter **organization broker license number** and **issued date** exactly as they appears on your paper license. Date can be entered by entering all eight digits or through the pulldown calendar button on the right.

In order to retrieve the brokerage status reports pending payment, provide the brokerage license information:

License Number * Issue Date (MM/DD/YYYY)*

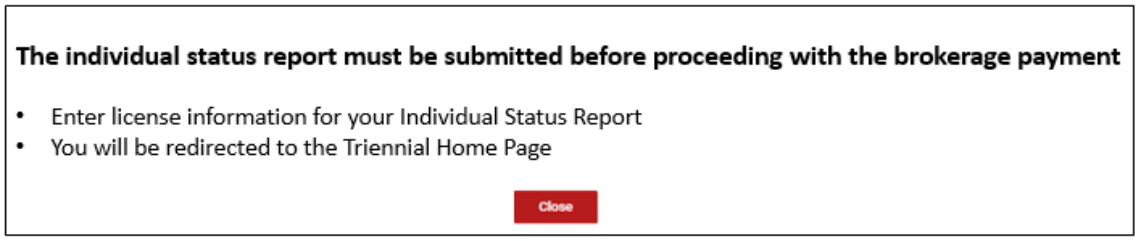
3. Select Next 

4. Identifying who is making the actual payment, the system will determine if the login credentials match: **A)** the license Qualifier who originally filled out the TSR) or **B)** the brokerage payer, i.e. controller of the company credit card who is entering the system in an administrative function. If the login credentials are not associated, the system will collect contact information on the payer



a. 'Yes', the system will check to make sure the individual broker license holder has previously submitted their individual TSR.

   i. If an individual license TSR has not been submitted, the following box will appear.



   ii. Select '**Close**' and proceed to entering the individual license TSR.

b. If the individual license TSR has been filed, the **Triennial Status Report Payment List** will appear.

License Name	Issuing Port	License #	Issue Date
Sampath Org10 Bangaru Inc	2809	40120	03/08/2020

Triennial Status Report Payment List

Outstanding Amount Due Total Quantity: 2 $200.00

Issuing Port	Name	License	Rate	Quantity	Amount

c. 'No', as a brokerage payer, follow the 'no' path. The system will collect contact information on the payer to enable the delivery of the payment receipt

Do you have an Individual Broker License? *

Yes No

Name and Email for Receipt

First Name * Middle Name

Last Name * Suffix

Email *

5. System requires the recording of the full **Name** and **Email Address.** Email is to be entered twice to ensure accuracy. Enter the data; confirmation of email must by hand typed - copy and paste is not allowed.

Next Exit

License Name	Issuing Port	License#	Issue Date
Aspen Forwarders & Custom House Brokers, Inc	1001	05415	06/02/1976

Do you have an Individual Broker License? o Yes ● No

Name and Email for Receipt

First Name*	Middle Name	Last Name*	Suffix
John	Iama	Broker	Jr

Email*	Confirm Email*
JohnIamaBroker@ABCBrokerage.com	JohnIamaBroker@ABCBrokerage.com

6. Select **Next**. Next

7. **TSR Payment List**, the system will produce a list of TSRs ready to pay.

Triennial Status Report Payment List - <License Number> and <License Name>

Outstanding Amount Due Total Quantity: 14 $1,400.00

Select All	Issuing Port	Name	License	Rate	Quantity	Amount
☐	3201 Honolulu, HI	Washington, George	12345	$100.00	1	$100.00
☐	5301 Houston, TX	Hamilton, Alexander	22345	$100.00	1	$100.00
☐	3001 Seattle, WA	Jefferson, Thomas	33245	$100.00	1	$100.00
✓	5301 Houston, TX	Franklin, Benjamin	44235	$100.00	1	$100.00
☐	3001 Seattle, WA	Adams, John	55235	$100.00	1	$100.00
☐	3001 Seattle, WA	Jefferson, Thomas	33245	$100.00	1	$100.00
✓	5301 Houston, TX	Franklin, Benjamin	44235	$100.00	1	$100.00
☐	3001 Seattle, WA	Adams, John	55235	$100.00	1	$100.00
✓	5301 Houston, TX	Hamilton, Alexander	22345	$100.00	1	$100.00
☐	3001 Seattle, WA	Jefferson, Thomas	33245	$100.00	1	$100.00
☐	5301 Houston, TX	Franklin, Benjamin	44235	$100.00	1	$100.00
☐	3001 Seattle, WA	Adams, John	55235	$100.00	1	$100.00
☐	5301 Houston, TX	Hamilton, Alexander	22345	$100.00	1	$100.00
☐	3001 Seattle, WA	Jefferson, Thomas	33245	$100.00	1	$100.00

Selected Quantity/Payment Amount 3 $300.00

Make a Payment

a. The payment list contains all of the TSRs e-signed and in 'payment pending' status and associated with that brokerage license or organization brokerage license as an employee.

b. The payment list is sortable on **Issuing Port, Name** (last name, first name) and **License number**.

c. The TSRs that will be presented for payment are those whose **'check box'** has been checked (left-hand column).

Outstanding Amount Due Total Quantity: 0 $0.00

☑ Issuing Port	Name	License	Rate	Quantity	Amount
☑ 2809 San Francisco, CA	Sampath Org10 Bangaru Inc	40120	$100.00	1	$100.00
☑ 2704 Los Angeles, CA	Mario Acosta Carrillo	30601	$100.00	1	$100.00

Selected Quantity/Payment Amount Total Quantity: 2 $200.00

Make a Payment

d. Select the **'check box'** on the header line to select ALL TSRs on the listing.

e. Some or all of the available TSRs can be paid.

f. The **'Selected Payment'** amount may not exceed Pay.Gov's payment limits:

   i. For credit cards the limit is $24,999 per day and for digital wallets the limit is $10,000 per transaction

ii. If a payment limit is exceeded, the system will invite the user to reduce the number of TSRs selected to not exceed the limit

8. Select **Make a Payment**

when the user is ready to proceed to making a payment

   a. **Continue at Step 16 d: 'Select payment method'** of the section titled: **Completing a Triennial Status Report (TSR): Partnership, Corporation or Association, actively engaged in transacting business as a broker** above.

Retrieving a Completed Triennial Status Report

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

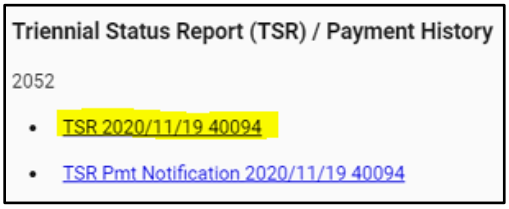
10. On the Brokers home page, select **Login.**

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

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

13. Select **Triennial Status Report.**

14. Select **Completed Status Reports/Receipts**.

15. Select the desired completed **TSR.** 

Retrieving a Broker License TSR Receipt/Payment Notification

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

2. On the Brokers home page, select **Login**.

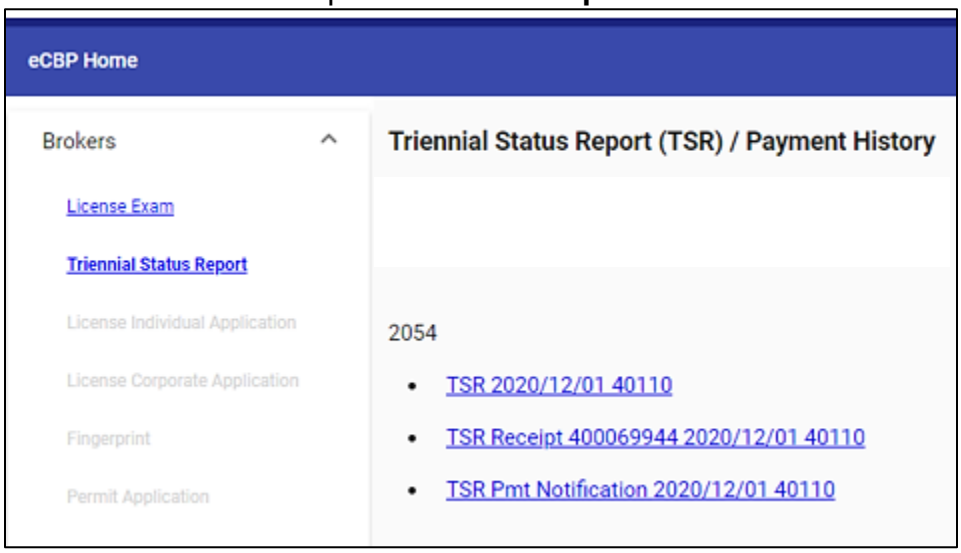
3. In the pop-up window, select **CONSENT & CONTINUE**. CONSENT & CONTINUE

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

5. Select **Triennial Status Report.** Triennial Status Report

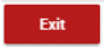
6. Select **Completed Status Reports/Receipts**. Completed Status Reports/Receipts

7. Select the desired completed **TSR Receipt/TSR Pmt Notification**



Top of Screen Navigation Buttons

1. Back Back - Allows user to move backward one screen
2. Next Next - Allows user to move forward one screen
3. Save Save - Allows work to be saved, user can save and exit and retain inputs to date after the work has been saved
4. Preview 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 

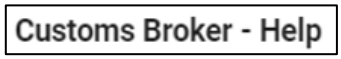
- Allows work to be saved and exits the user from the TSR system, returns the user to the eCBP Broker homepage.

Viewing the Help Menu

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

2. Select **Help**

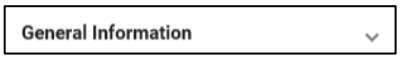
(upper right-hand corner of the screen).

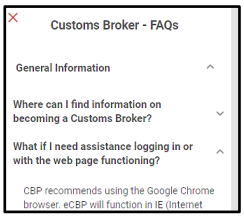
3. The **Customs Broker – Help** 

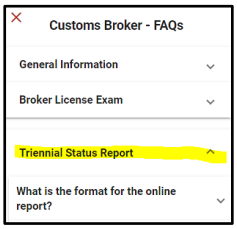
information is displayed.

Viewing the FAQs

1. On the eCBP Broker home page, select **FAQs**.

2. On the Customs Broker - FAQs, expand **General Information.** 

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**.

   Review the various topics and their solutions.