Customs and Border Protection
Office of Finance
Revenue Modernization Program

Broker License Exam Registration and Payment

eCBP User Guide

October 2023

Table of Contents

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 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 permit renewal)
- Reduced processing/wait times for customers at ports of entry (using the eCBP portal)
- Enhanced customer experience, including electronic receipts
- Increasing capability for customers 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.
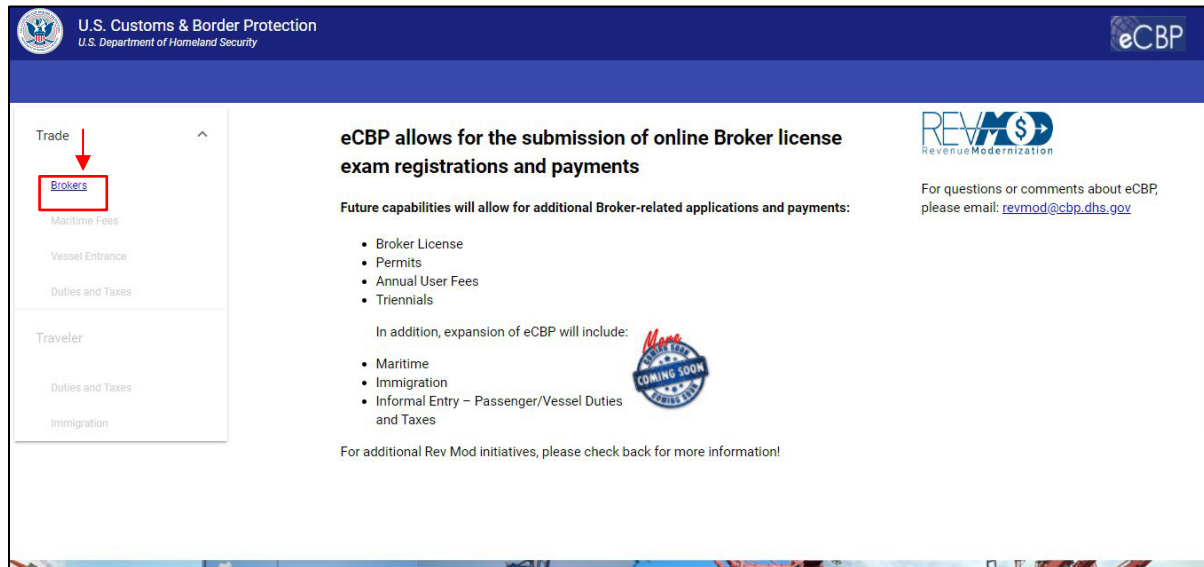
3   Navigating the eCBP Page

Note: The preferred internet browser for eCBP is Google Chrome. All required fields are marked with an asterisk*.

3.1.   Navigating the eCBP Home Page

Go to the eCBP URL: https://e.cbp.dhs.gov

Select the **Brokers** link under the Trade section on the left.

On the **Broker** Home page, there are two panels of information which can be viewed.

- Broker fee information appears on the left panel
- Information and notifications for relevant Broker information will appear in the middle section of the screen
- Select the License Exam link and you will be redirected to Login.gov

Note: If there are no notifications on the Broker homepage, then Broker Exam Dates have not been set. The user should monitor the BMB web page and the Federal Register and check back on these web sites periodically for updates.
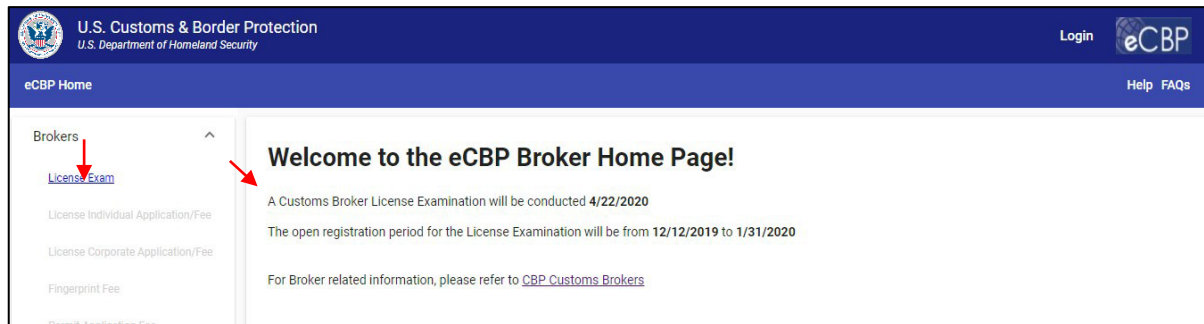
3.2. Logging into eCBP

Login.gov is used to authenticate users logging into eCBP. If a user does not have an existing Login.gov account, an account will need to be created before moving forward with the exam application. Users with an existing Login.gov account will sign in using their existing account information.

Note: Login.gov provides the ability to reset your password if needed. Users should use the same Login.gov ID each time they log into eCBP to access their user history.

An alternative sign-in method is to select **Login** on the upper right-hand corner of the screen.
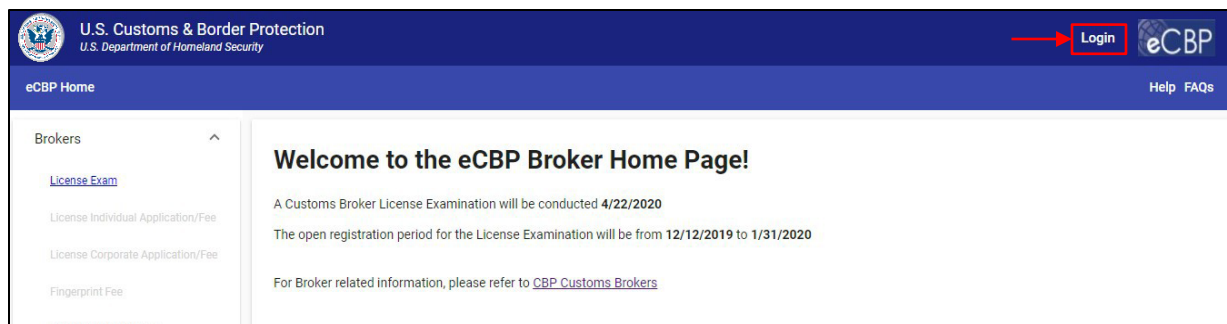
The Security and Privacy Act Notification screen appears. As a Department of Homeland Security (DHS) requirement, you must read and acknowledge both consent forms before you are taken to the Login screen.

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

Security & Privacy Act Notification

DHS 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.

☑ I have read and acknowledge the security statement.

DHS Privacy Act Statement

Pursuant to 5 U.S.C. § 552a(e)(3), this Privacy Act Statement serves to inform you of the following concerning the collection of the information on the eCBP Portal, Brokers tab, available at https://e.cbp.dhs.gov/brokers/#/home

D. CONSEQUENCES OF FAILURE TO PROVIDE INFORMATION:

Providing this information is not legally required, however failure to do so may result in you being unable to register, pay and take the in-person or remote Customs Brokers License Exam, as well as submit a Triennial Status Report which is a requirement to maintain a Customs Broker license

☑ I have read and acknowledge the privacy statement.

CONSENT & CONTINUE   **DECLINE & EXIT**

Next, the user will be redirected to Login.gov to sign into the account. If needed, see the Login.gov website for additional information.
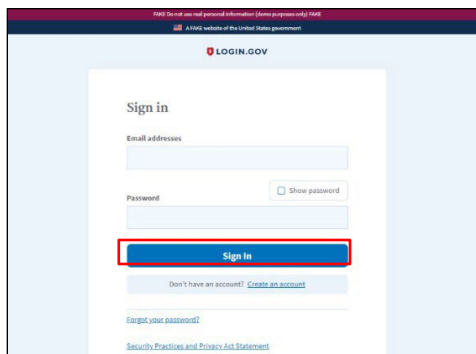
After successfully signing into Login.gov, the system will return you to eCBP and you may continue with the registration process.

4   Completing the Broker License Exam Registration

Under Brokers, select **License Exam**.
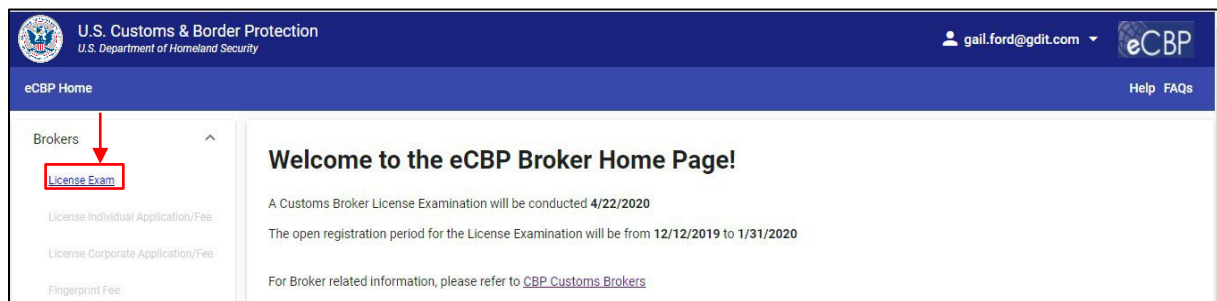
Select the **Start a New Exam Application** button.

Note: The Completed Exam Application steps will be demonstrated later in the eCBP User Guide.
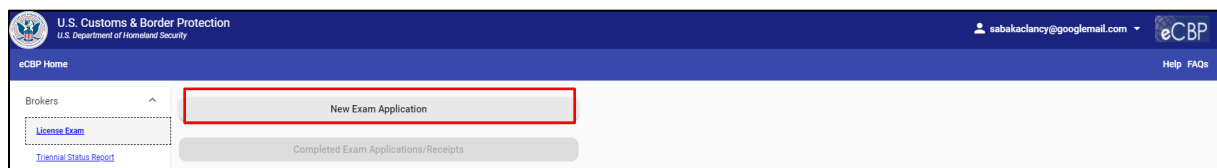
Three eligibility questions will need to be answered.

Eligibility Questions

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

After each selection, you must select **Next** to continue. If you do not meet the eligibility criteria, you will not be allowed to register for the exam.

4.1. Enter the Eligibility – Citizenship response.
Select **Next**.
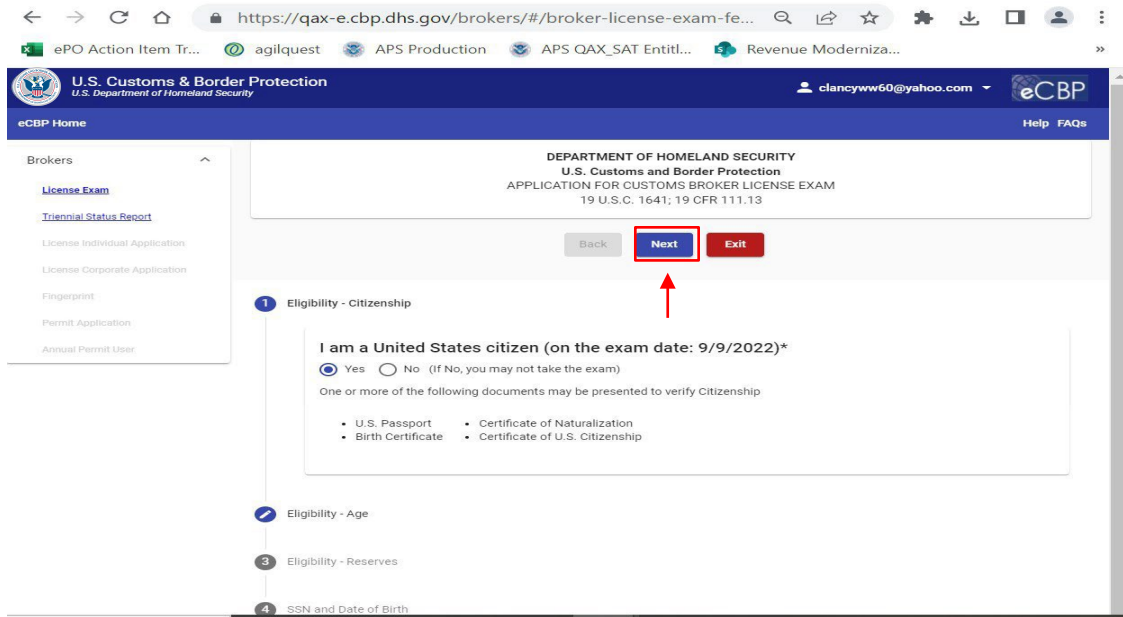
4.2.   Enter the Eligibility – Age response.
Select **Next**.
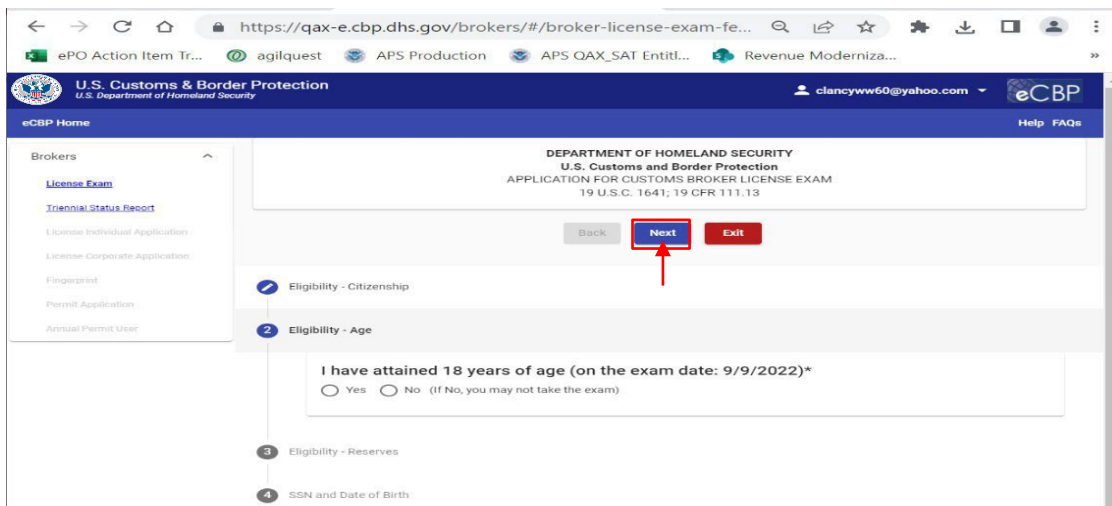
4.3. Enter the Eligibility – Reserves response.

Select **Next**.
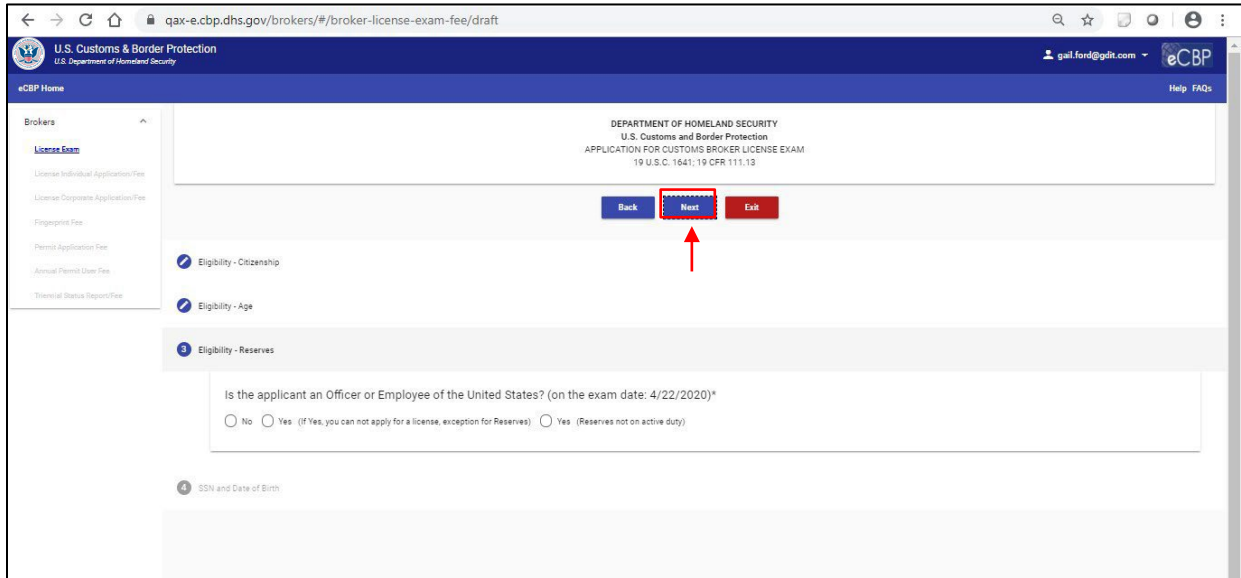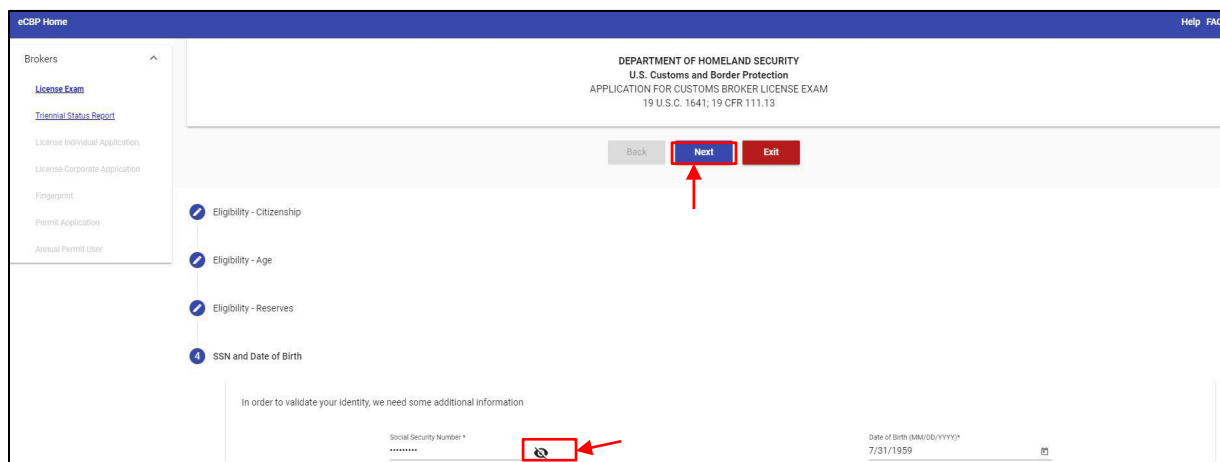
5   Social Security Number and DOB Information

5.1.   Enter Social Security Number.

5.2.   Enter Date of Birth.

Note: The social security number will be masked as you type in the characters, if you want to see the characters as you type, use the curser to press the masking symbol next to the SSN field.

Select Next after completing SSN and DOB information.

Note: If you used different login.gov account to log in than the account used in a previous exam registration, the system will return an error code and not allow you to proceed. Sign out and sign back in under the correct login.gov account. Follow the guidance on login.gov to reset your password if necessary.

6 Applicant Details

Scroll down as needed to enter the required information in the Applicant Details section.

Note: The applicant details may be populated if the applicant has previously registered for an exam. If this information is not populated correctly, it may be corrected on the form. The name on the application form needs to match the identification provided at the time of the exam (i.e., Driver's License).

6.1. Enter your Name and Birthplace.

Applicant Information

- First Name
- Middle Name (optional)
- Last Name
- Suffix (if applicable)
- Birthplace
    - Country
    - State/Province
    - City

6.2. Enter your Residence Address (Physical Address)

- Street Number (125 N. Main St, "125" only goes in Street Number field.)
- Street Name
- Apt, Suite, Unit
- City
- State/Province
- Zip Code
- Country

6.3. Enter your Mailing Address

If using a street address, enter in the following fields:

- Street Number (125 N. Main St, "125" only goes in Street Number field.)
- Street Name
- Apt, Suite, Unit
- City
- State/Province
- Zip Code
- Country

Note: The eCBP system uses Trillium to authenticate addresses that are entered. Users will be prompted if they want to adopt the closest USPO address match. The users may also reject the Trillium suggestion and resume entering an address.

If using a PO Box, enter in the following fields:

- PO Box (PO Box 456, "456" only goes in **PO Box** field.)
- City
- State/Province
- Zip Code
- Country

If the Mailing Address is the same as the Residence Address (Physical Address), the Same as above checkbox should be selected and the Mailing Address section disappears.

6.4.   Contact Information

Enter your **Contact Information**:

- Email (Primary method of contact)
- Confirm email (Email Address is entered twice)
- Primary Phone Number
- Business Phone Number (optional)

Select **Next**.

6.5.   Accessibility

In accordance with the American Disabilities Act, you will need to specify if you seek reasonable modifications. **Note:** If **Yes**, a detailed request must be entered in the information box provided. The request must follow the Reasonable Modifications Based on Disability Needs guidelines found on the CBP.gov's broker page and/or the Reasonable Modification FAQ.

FAQ: **How may I request a reasonable modification based on disability needs?**

Applicants requesting a reasonable modification based on disability needs must indicate **"Yes"** in response to the question, "**Do you seek modifications under the American Disabilities Act?**" and provide the following supporting information in the box below the question on the exam application form:

1. The limitations resulting from their disability;
2. Barriers to their effective participation in the standard electronic version of the exam based on their limitations; and
3. Their preferred or suggested reasonable modifications to remove the barriers to effectively participate in the exam.

Requests for reasonable modifications must be provided by the close of exam registration. Additional information is available at CBP Customs Broker License Examination.

Make your selection and select **Next**.
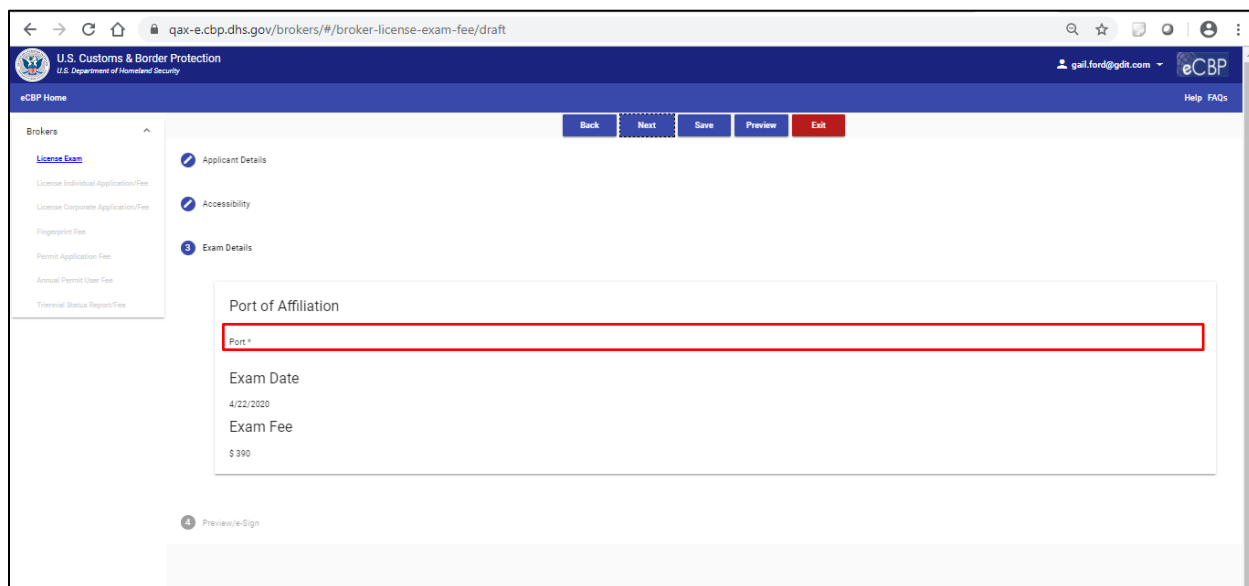
7 Exam Details

- Port of Affiliation
- Port
- Exam Date
- Exam Fee

7.1. Port of Affiliation

Select the **Port of Affiliation** from the drop-down menu or use the type ahead feature to begin entering the Port City or Port Code which will narrow the results listed.
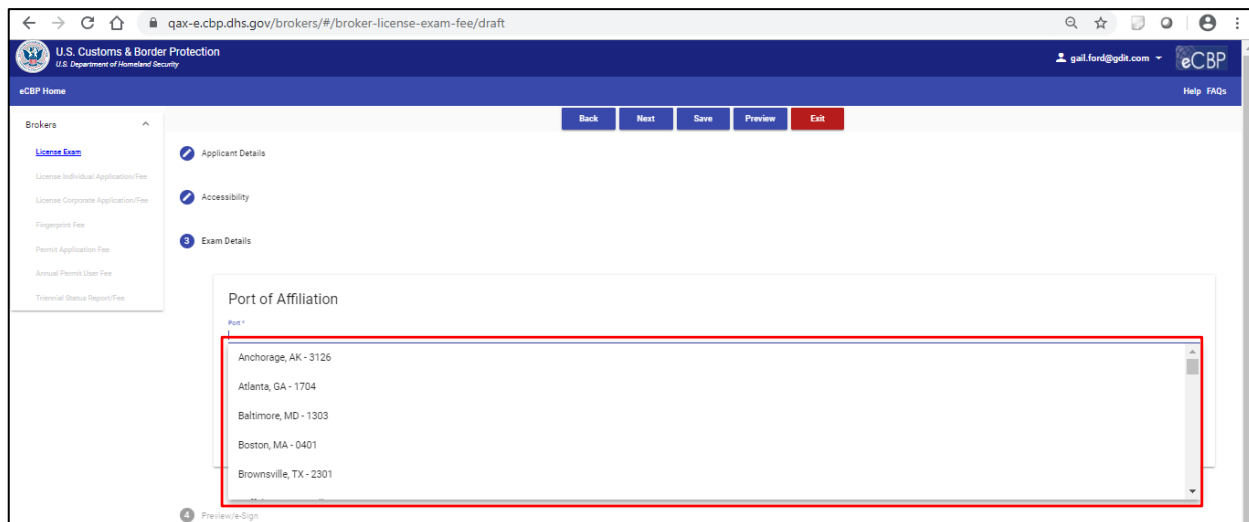
The **Exam Date** and the **Exam Fee** information will be populated.

List of Ports

Moving the cursor to the **Port of Affiliation** field displays the list of ports for selection.

Narrowed Port Results

Additionally, the type ahead feature may be used to begin entering a **Port Name** or **Port Code** to narrow the list for selection. For example, the letters "**MO**" for Mobile, AL are entered in the **Port** field.
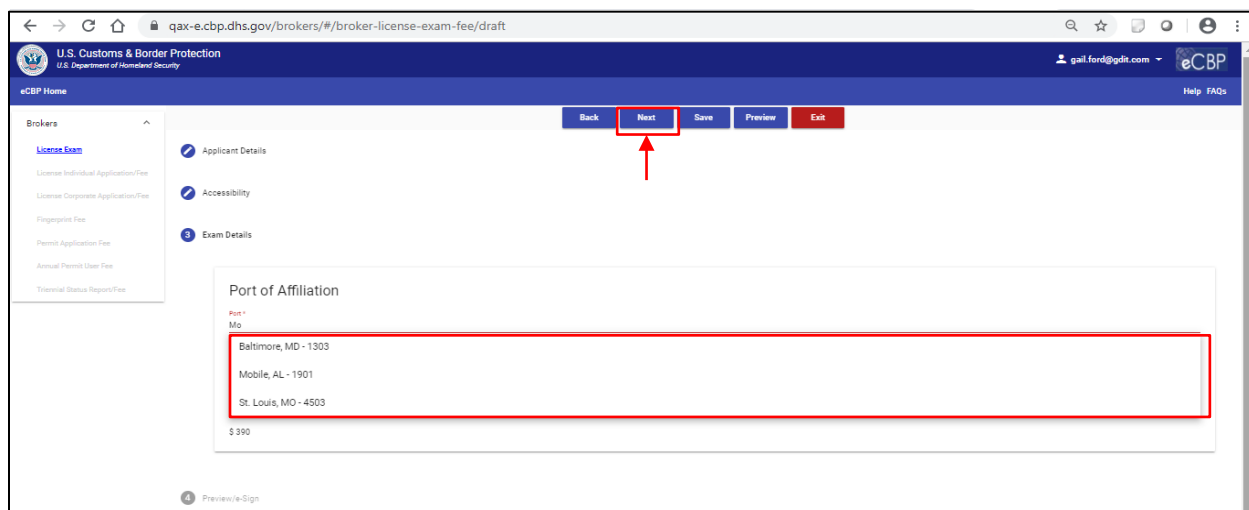
Port of Affiliation Result

Note: The **Port of Affiliation** result "**Mobile, AL 1901**" is displayed below. The **Exam Date** and **Exam Fee** are populated.

Select **Next**.
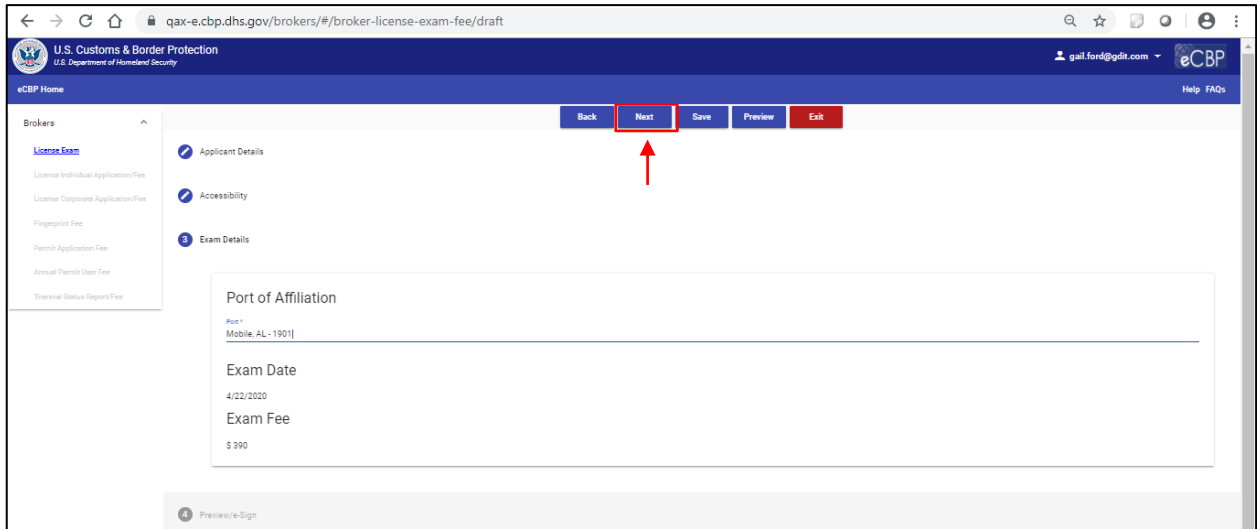
8   Remote Proctored Exam

- Request remote proctored exam option
  - o Affirm reading of requirements and performing a system check
- Request waitlist for remote proctored exam
  - o Affirm reading of requirements and performing a system check
- Request confirmation after or upon payment completion
- Remote proctor exam option not available

8.1.   Request remote proctored exam option

Remote proctored exam availability is based upon paid exam applications. If the remote exam option is desired, select 'Yes' to the "I request the remote proctored exam option"

By entering 'Yes' the requirements and systems check afirmation data box will open. The applicant must read the requirements and affirm that they have performed and passed the systems checks required for the remote proctor exam format.


If the 'Yes' selection has been made for both 'request' and the 'afirmation', press the Next button to proceed to the 'Preview/e-Sign' section.

If the affirmation box is left unchecked or is checked 'No' a notification will pop-up indicating that the requirements have not been met and the applicant is no longer considered for the remote proctored exam. Press 'OK' button to clear the diolouge box.

If the remote proctored exam option is not desired, select 'No' and then press the Next button to proceed to the 'Preview/e-Sign' section.
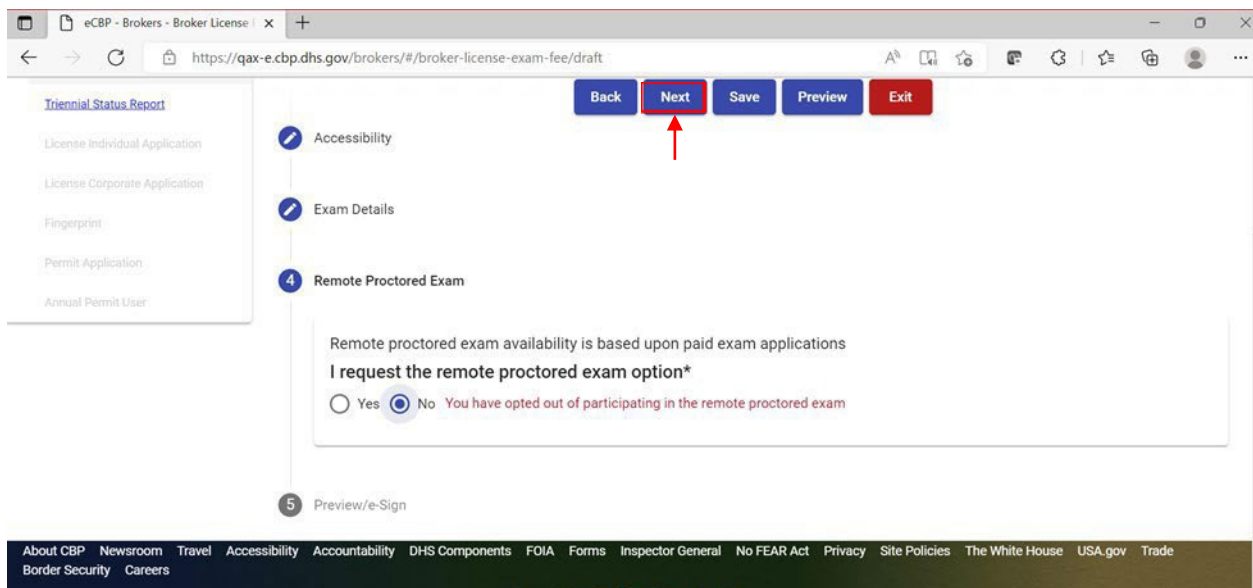
8.2. Request waitlist for remote proctored exam

Remote proctored exam availability is based upon paid exam applications. There is a set number of remote proctored seats available. Once those seats are fully subscribed and confirmed by fee payment, a number of waitlist requests become available. Under the Remote Proctored Exam section, the screen will indicate 'Remote proctored exam capacity is full'. If you would like to be added to the Waitlist, select 'Yes' to the "I request to be added to the waitlist for the remote procotored exam" option.

By entering 'Yes' the requirements and systems check afirmation data box will open. The applicant must read the requirements and affirm that they have performed and passed the systems checks required for the remote proctor waitlist.

If the 'Yes' selection has been made for both 'request' and the 'afirmation', press the Next button to proceed to the 'Preview/e-Sign' section.

If the affirmation box is left unchecked or is checked 'No' a notification will pop-up indicating that the requirements have not been met and the applicant is no longer considered for the remote proctored exam. Press 'OK' button to clear the diolouge box.

If the remote proctored waitlist option is not desired, select 'No' and then press the Next button to proceed to the 'Preview/e-Sign' section.
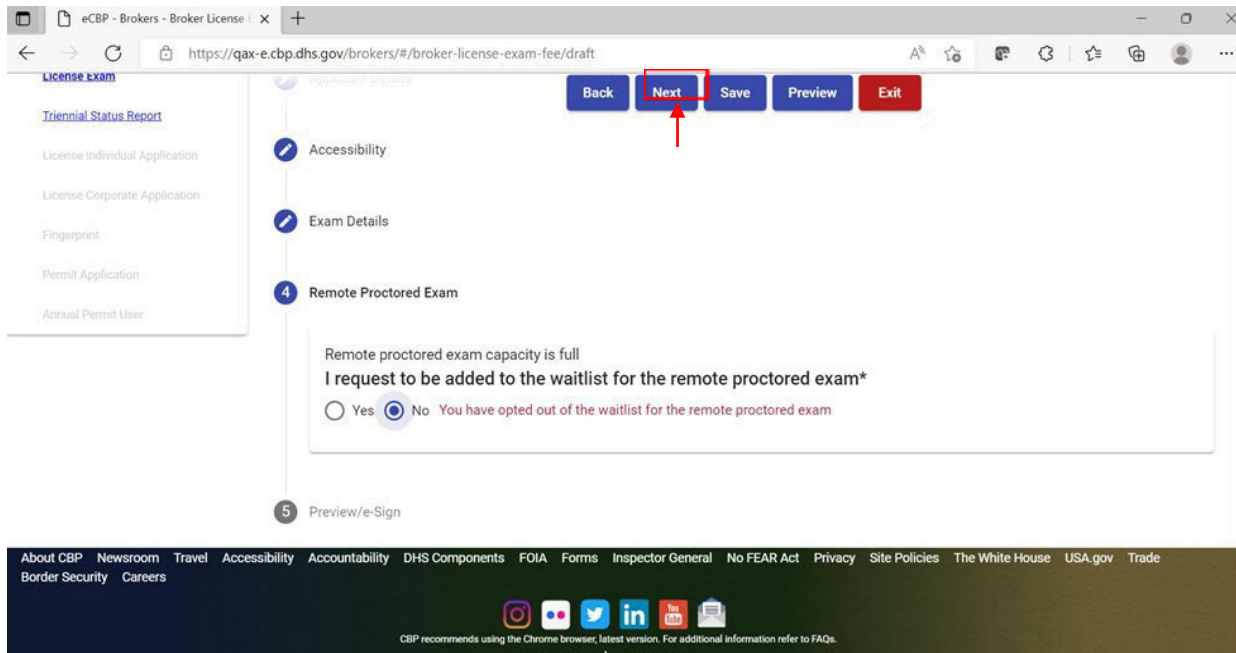
8.3. Request confirmation after or upon payment completion

The successful reservation for either a remote proctored exam or a place on the waitlist will be indicated on the pdf application form. The following examples will show: a) request for remote proctor and afirmation of successfully performing the system checks,

b) request for a place on the remote proctor waitlist and afirmation of successfully performing the system checks. If neither of these designations are found on the pdf version of the application, no remote proctor request has been confirmed.

a)   b)

When the remote proctor option has been selected and confirmed; the applicant will receive an email from the exam vendor with remote site selection instructions and a separate reminder within 9 days after the close of registration.

When the Waitlist for the remote proctor is selected and confirmed; if space opens, the applicant will be notified by email from Broker Management Branch prior to the withdrawal deadline that there is space.

8.4.   Remote proctor exam option not available
Granting the remote proctor option or the allotment of remote proctored exams and the size of a waitinglist are made soley by the Broker Management Branch. If there is not an indication of the availability directly after the Exam Details section then either the option is not available for the present exam or all exams and waitlist positions have been confirmed.

9   Preview/e-Sign of Exam Application

The form appears and is viewable for review. You will have the opportunity to review and edit your application prior to your certification. Press **Back** if needed to make any changes/corrections to the form. After confirming the application information is correct, you will electronically sign the application in order to move forward with payment. You have the ability to download and save your application draft to your computer.

Application for Customs Broker License Exam

Note: The user has the option to log out with the draft of the application saved allowing the user to complete the application later. See the **Saving an Incomplete Application Section**.

In order to proceed with payment, you will enter your **First and Last Name** in the signature field, and then select the **e-Sign & Pay** button**.**

WARNING by eCertifying the application you are agreeing to self-withdraw, if necessary, and acknowledge that to receive a refund the withdrawal procedure must be completed prior to the deadline indicated on the **eCertification** page.

Once you have selected **e-Sign & Pay**, you receive a confirmation pop up. After confirming by selecting the **OK** button, your application will no longer be editable unless you press **Cance**l. Select **Cancel** if you need to make any changes.

When ready to proceed with the e-signature and payment, select **OK**.
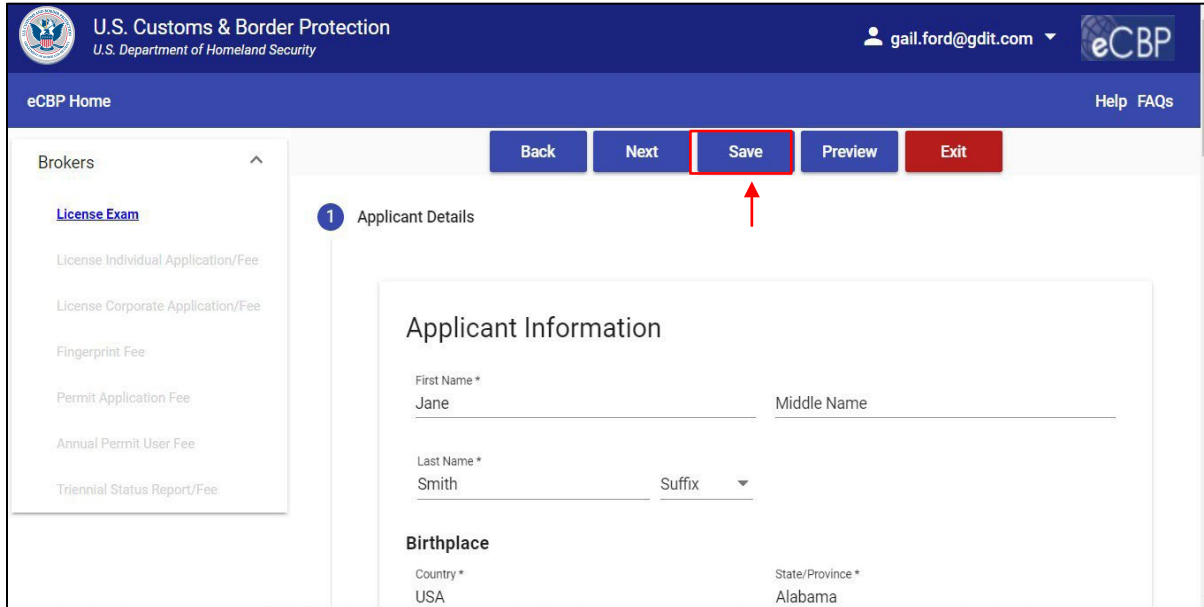

After selecting the **OK** button to proceed, you will be re-directed to Pay.gov to process your payment.
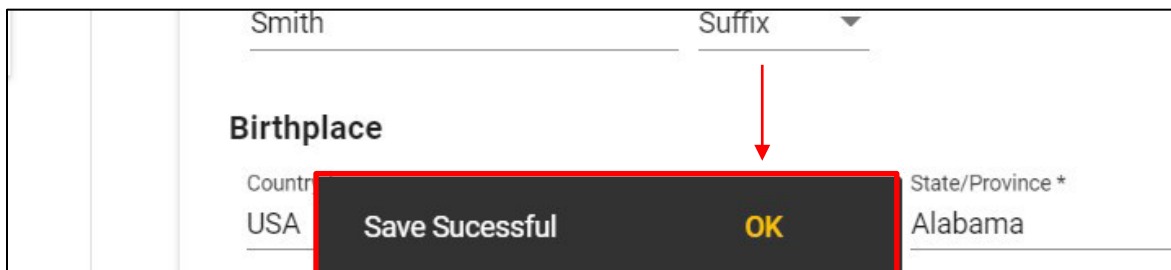
9.1. Saving an incomplete application

Throughout the process, the user can save the application and log back into complete the application.

Select the **Save** button.

A "Save Successful" message will display confirming that your data has been saved. **Note:** You can select the **Save** button at any time throughout the application to ensure your work is saved.
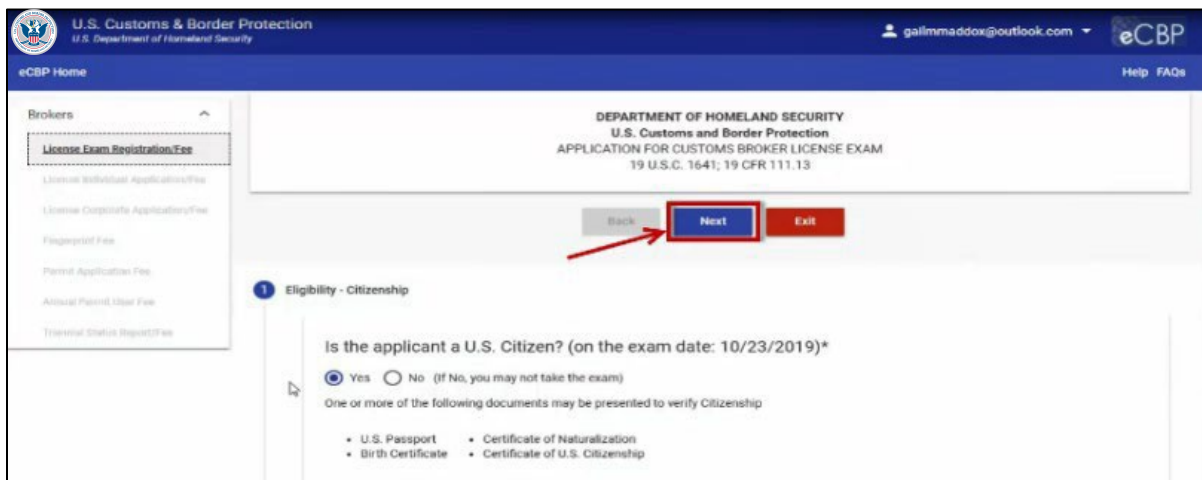

9.2. Retrieving an incomplete application

Log in and select License Exam to retrieve and continue completing your application.

Select the **Continue Exam Application** button.

Select **Next** to proceed through the application sections containing the information previously entered. Continue to complete the application.

10 Processing a Payment

After selecting **e-Sign and Pay**, you will be re-directed to Pay.gov to process your Broker License Fee payment.
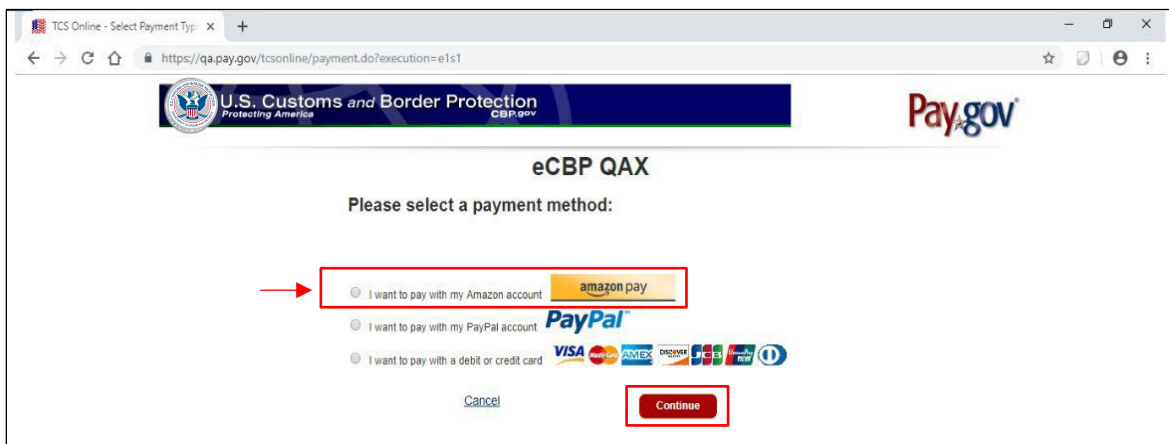
For your convenience, eCBP allows you to pay for your Broker License Exam Application with several different payment methods.

You can select from:

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

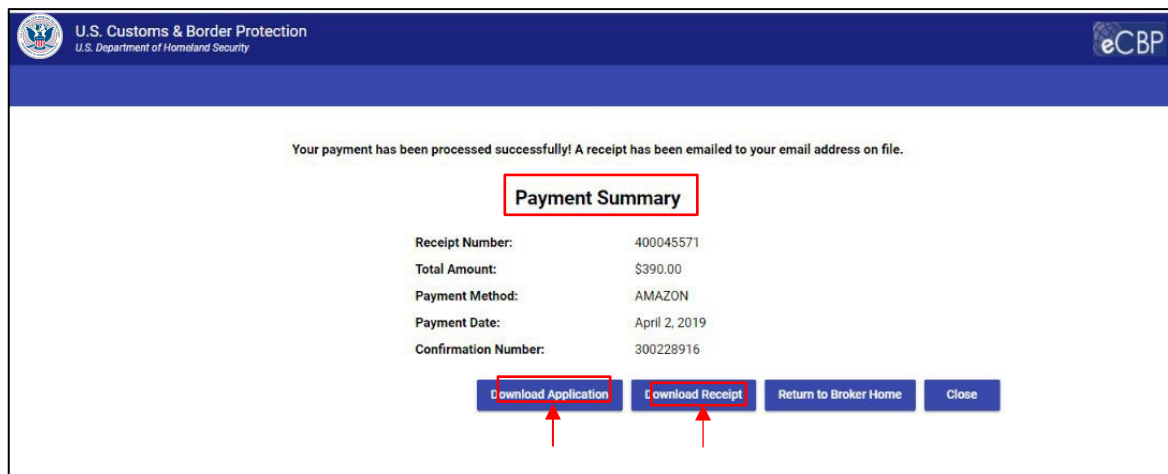### 10.1. Pay with Amazon Pay

Select the **Amazon Pay** option and select **Continue**.

You will be prompted that you are being redirected to an external website. Select **OK**.

You will be redirected to Amazon Pay to complete the required payment information.

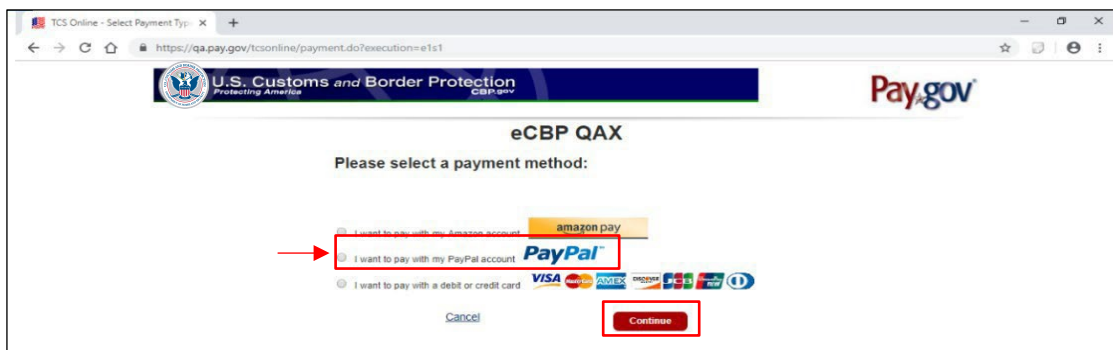Select the **Authorization** checkbox and select **Continue.**
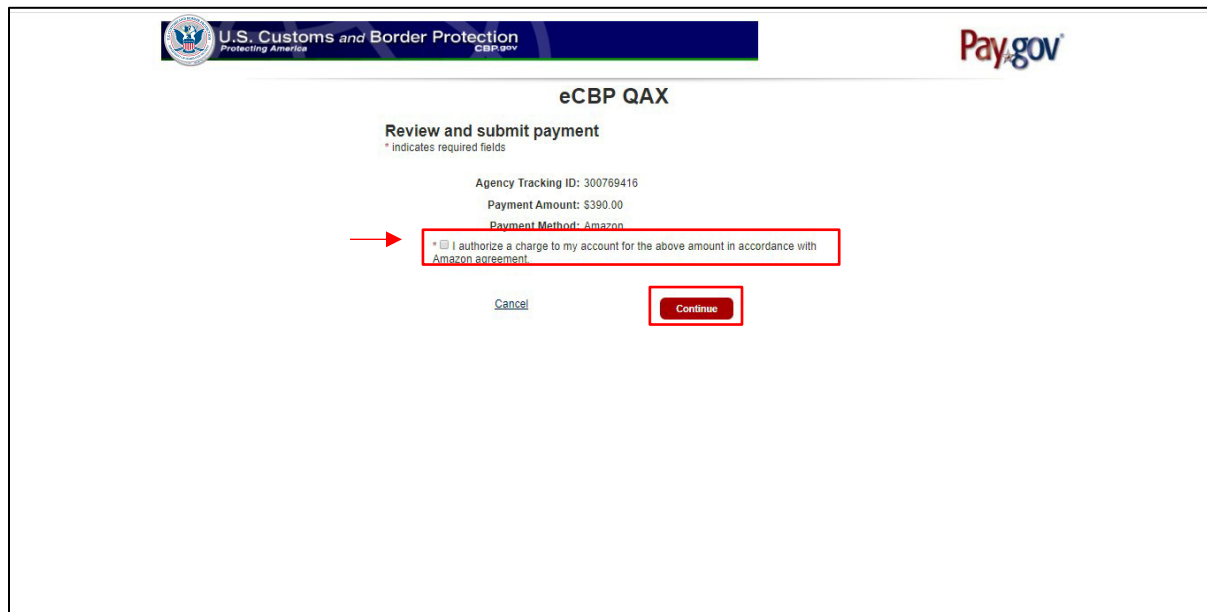
After successful payment, the **Payment Summary** page will be displayed, and the receipt will be emailed to the primary email address provided. The application and receipt are available for download and saving.
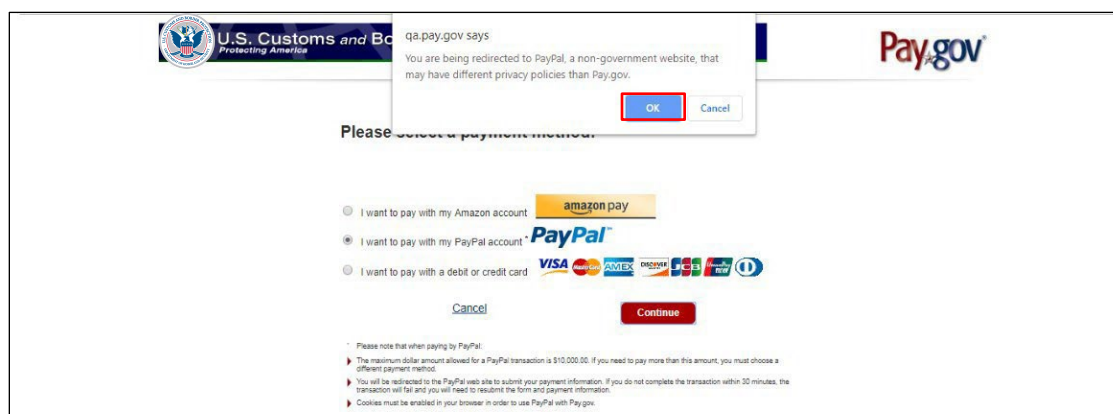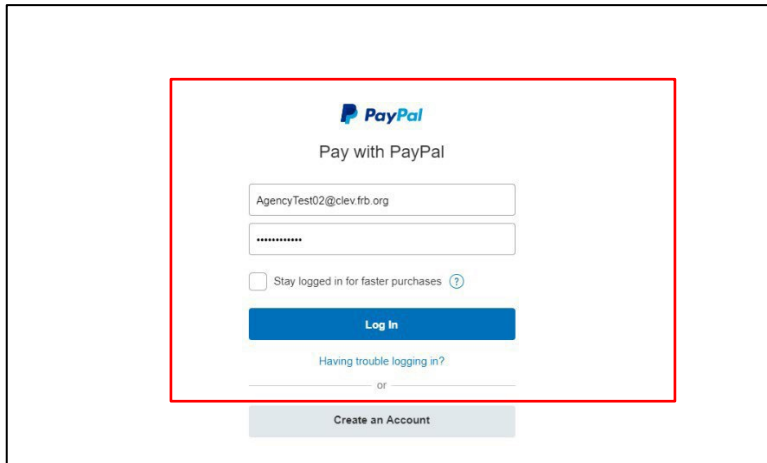
10.2. Pay with PayPal
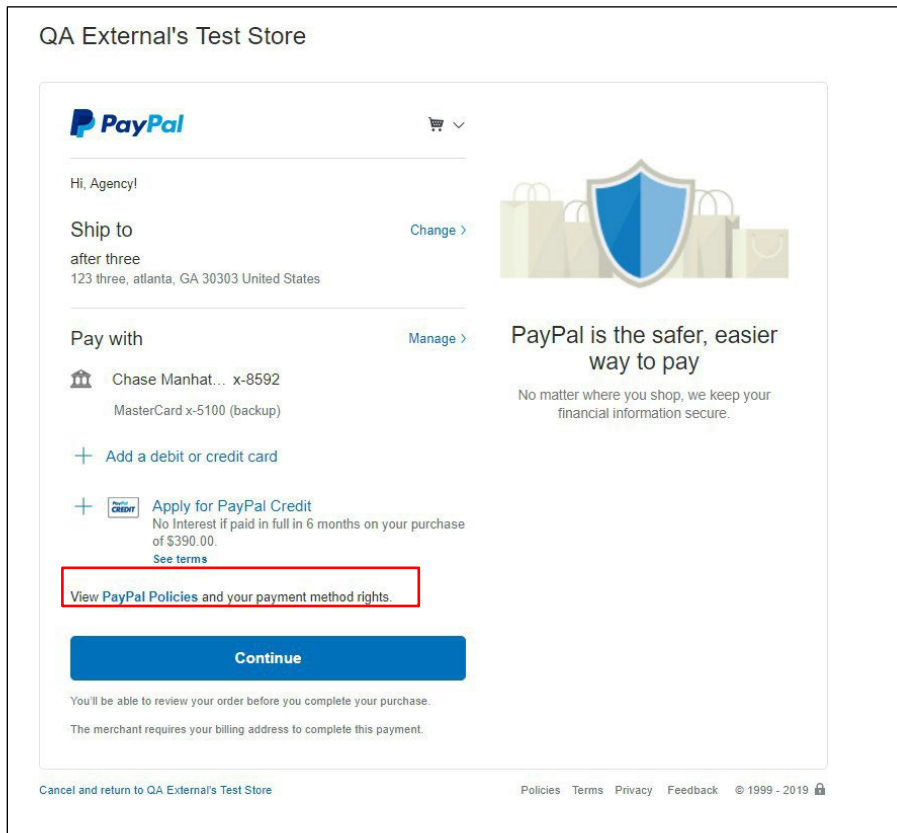
Select the PayPal payment option and select **Continue**.

You will be prompted that you are being redirected to an external website. Select **OK**.

Login into **PayPal** as prompted. Select **Login**.

Confirm the payment option you wish to use for the transaction and **Continue**.

After completing the required payment information, you will be redirected to eCBP's payment screen for review and authorization.

Select the **Authorization** checkbox and select **Continue**.
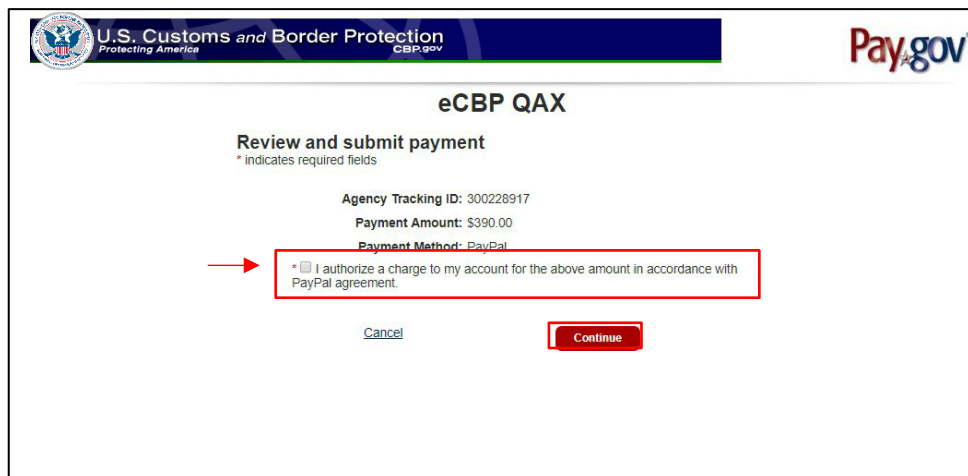
After successful payment, the **Payment Summary** page will be displayed, and the receipt will be emailed to the primary email address provided. The application and receipt are available for download and saving.
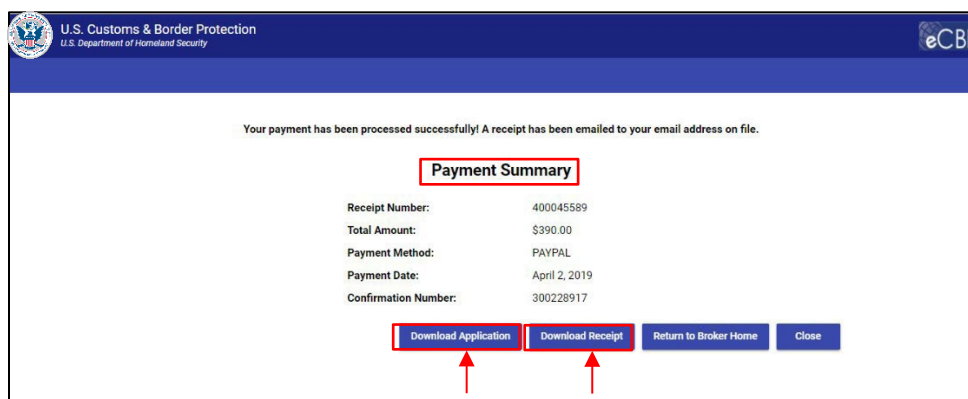
10.3. Pay with Credit Card

Select the **Credit Card** payment option and select **Continue**.
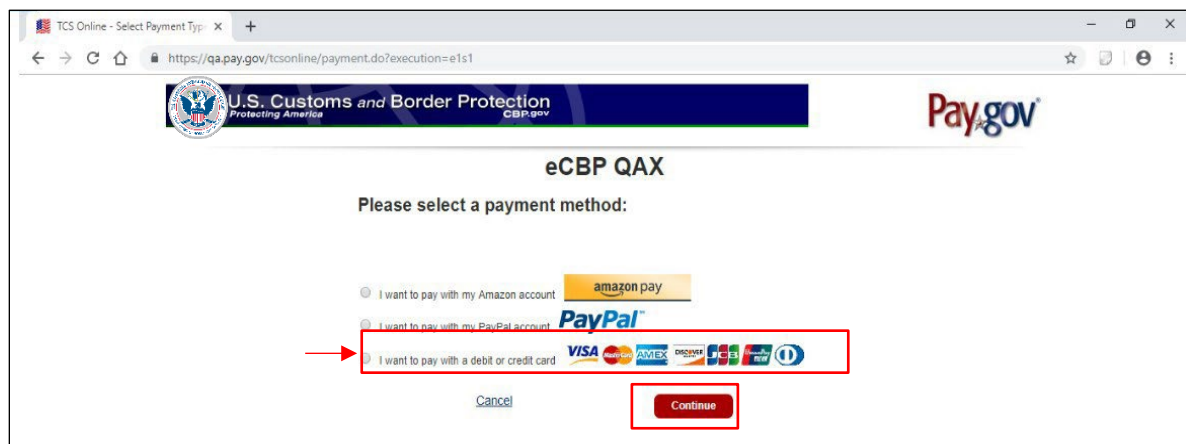
Enter your Credit or Debit Card Information in the required fields below.

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

Select **Continue**.

After completing the required payment information, you will review the credit card information and authorize.

Select the **Authorization** checkbox and press **Continue**.

After successful payment, the **Payment Summary** page will be displayed, and the receipt will be emailed to the primary email address provided. The application and receipt are available for download and saving.

# 11 Retrieving Exam Application & Receipts

The completed exam application(s) and exam receipt(s) are available to retrieve from eCBP after successful payment. You may retrieve the documents when you are logged into eCBP through your Login.gov account. The **Completed Exam Applications/Receipts** link is selected to retrieve the documents.
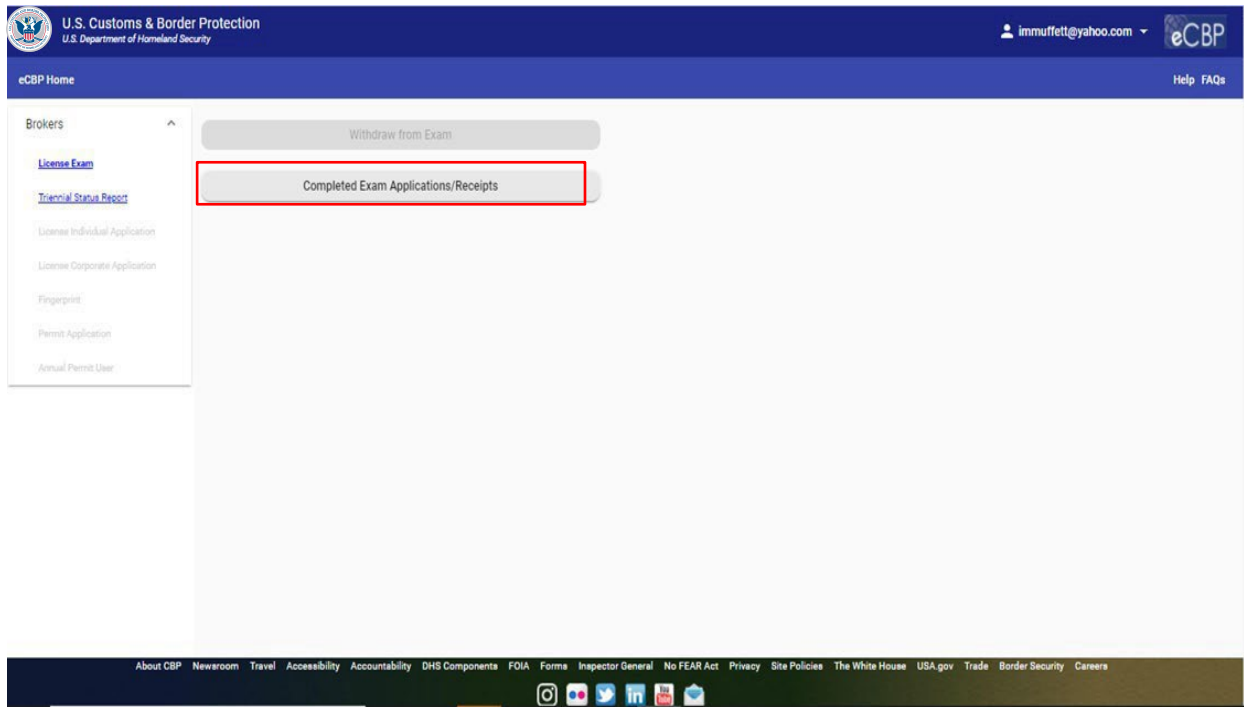
## 11.1. Retrieving a Completed Application

After selecting the **Completed Exam Applications/Receipts** button, a link(s) will appear for the completed application(s). The link will contain the exam date. There may be more than one completed application link if you previously registered for an exam. The most recent completed application will appear at the top.

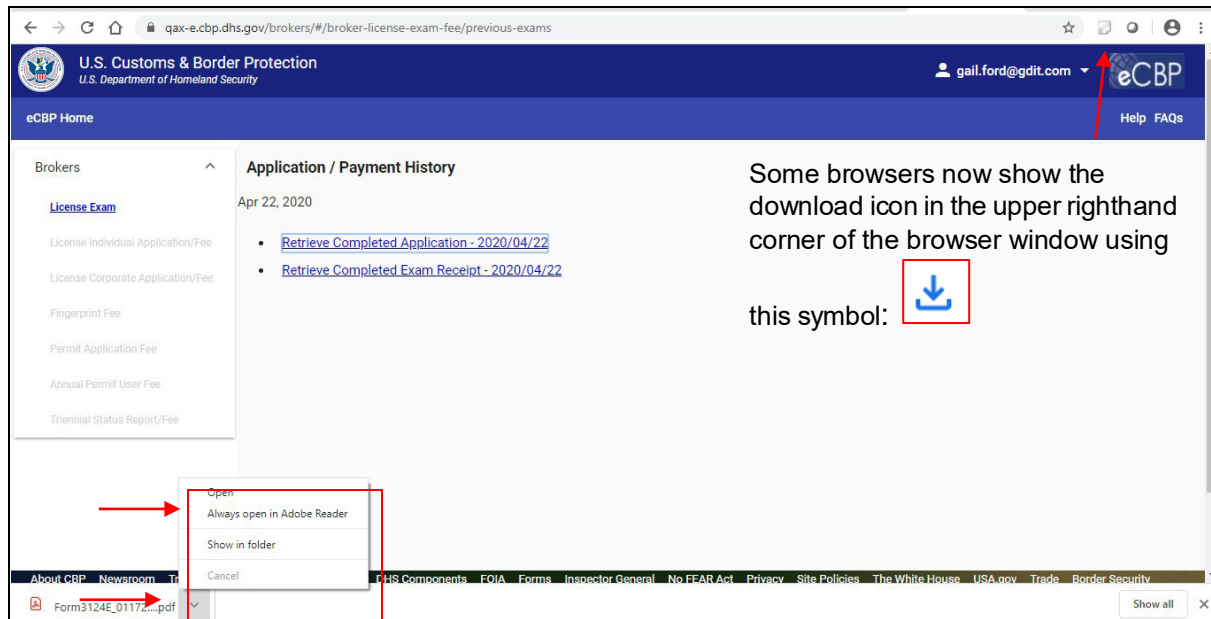Select the **Completed Application link** you wish to view.
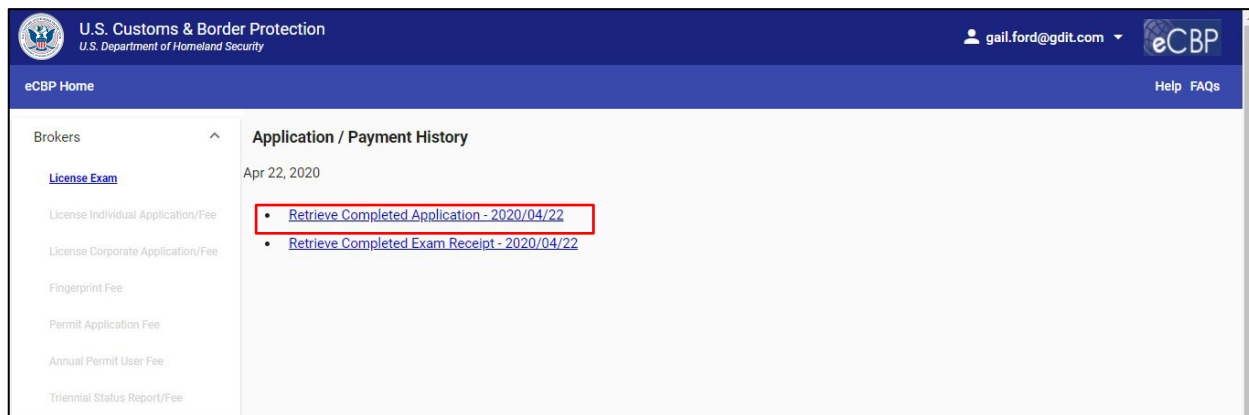
When using Google Chrome, the PDF file will appear in the lower left corner of the screen.

Note: The process of retrieving and opening a file with other internet browsers may vary (i.e., Internet Explorer).
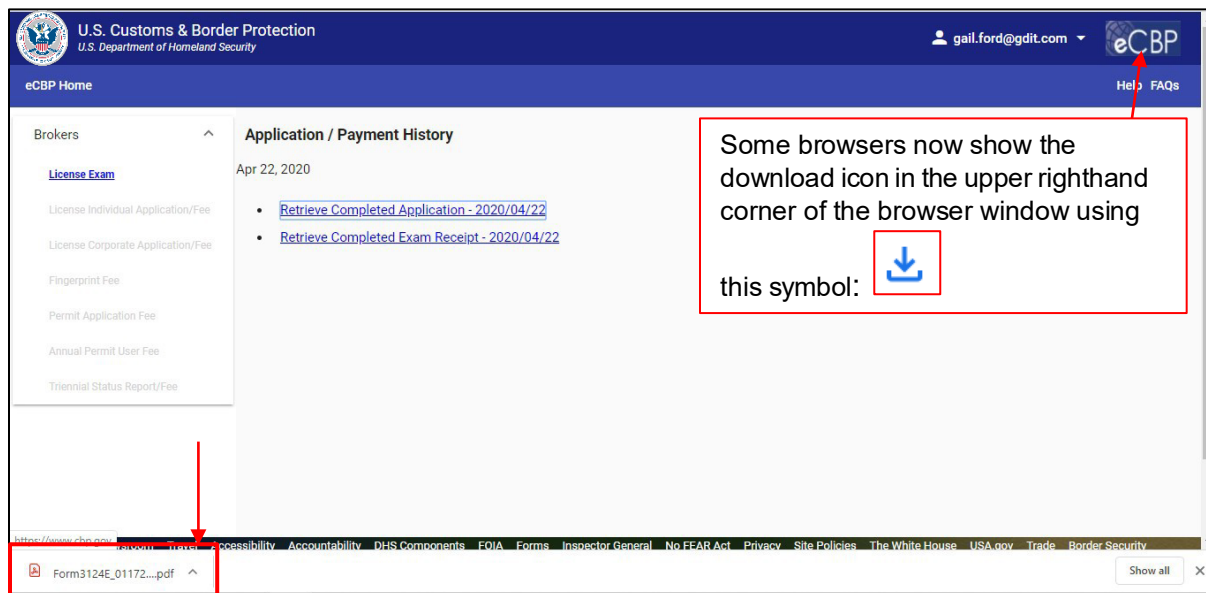
Select the arrow to the right of the file name and then select **Open**.

A new window will appear with the completed application.

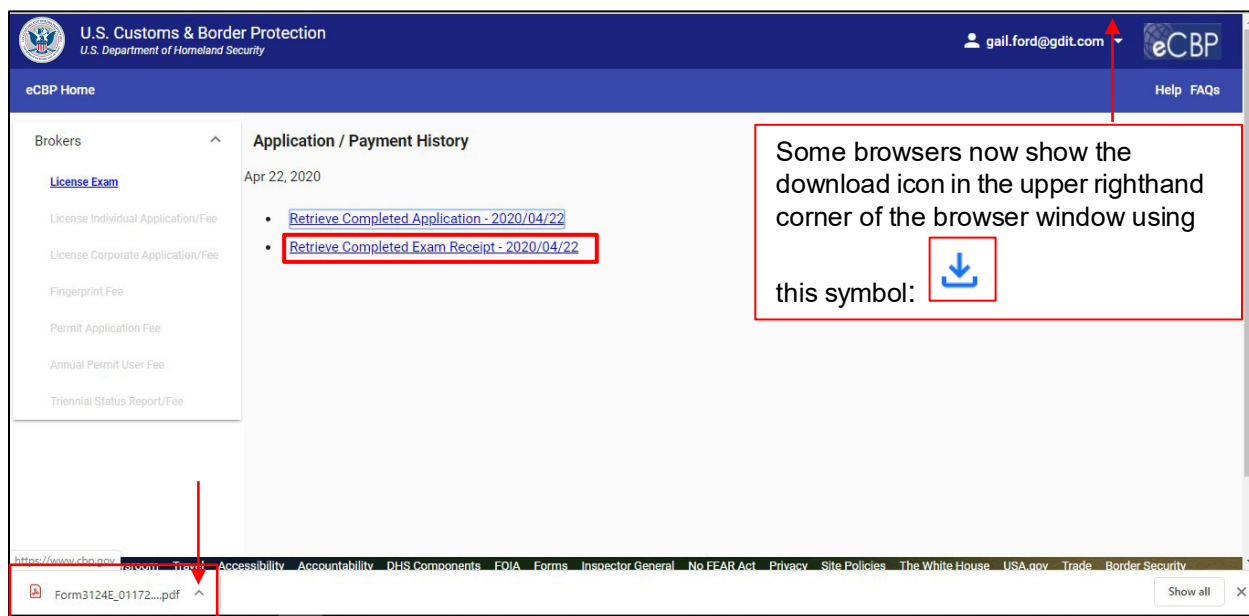## 11.2. Retrieving Payment Receipt

After selecting the **Completed Exam Applications/Receipts** button a link(s) will appear for the exam receipt(s). The link will contain the exam date. There may be more than one exam receipt link if you previously registered for an exam. The most recent receipt will appear at the top.

Select the **Exam Receipt link** you wish to view.

When using Google Chrome, the PDF file will appear in the lower left corner of the screen. Select the arrow to the right of the file name and then select **Open**.

Note: The process of retrieving and opening a file with other internet browsers may vary (i.e., Internet Explorer).

Select the arrow to the right of the file name and then select **Open**.

The Exam Payment Receipt PDF file loads in another window.

12   Self-Withdrawal Processing

**Warning: By completing the Self-Withdrawal process, the prospective exam taker will not be able to self-re-register for the current exam. Before taking this action, please be certain of your decision to withdraw.**

The self-withdrawal/fee refund initiation function is available on the **License Exam** page after successful application payment. If the withdrawal is requested prior to the withdrawal deadline, withdrawal refunds are processed immediately after the exam date. You may complete the withdrawal process when you are logged into eCBP through your Login.gov account. The **Withdraw from Exam** button is selected to begin the process.
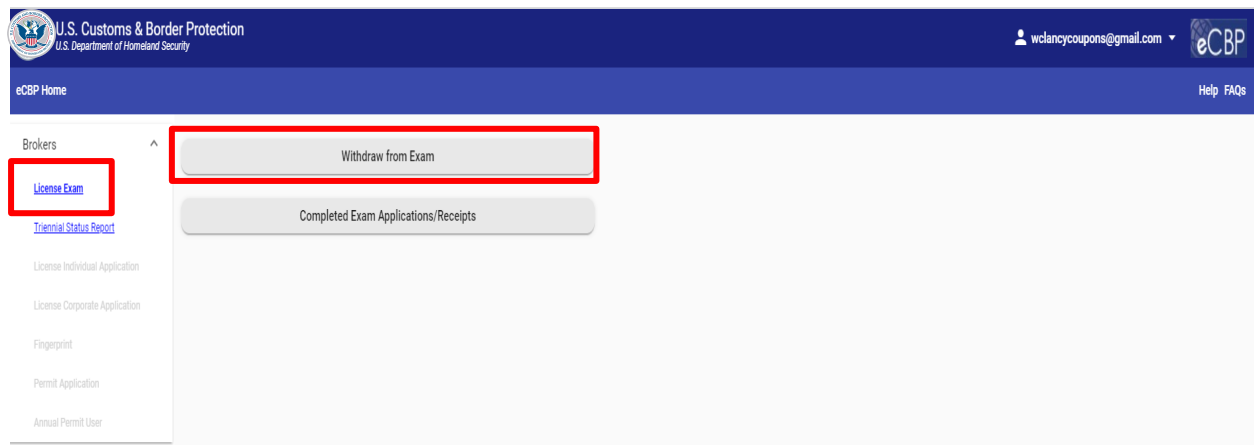

Once you have selected Withdrawal from Exam, the withdrawal screen will appear.
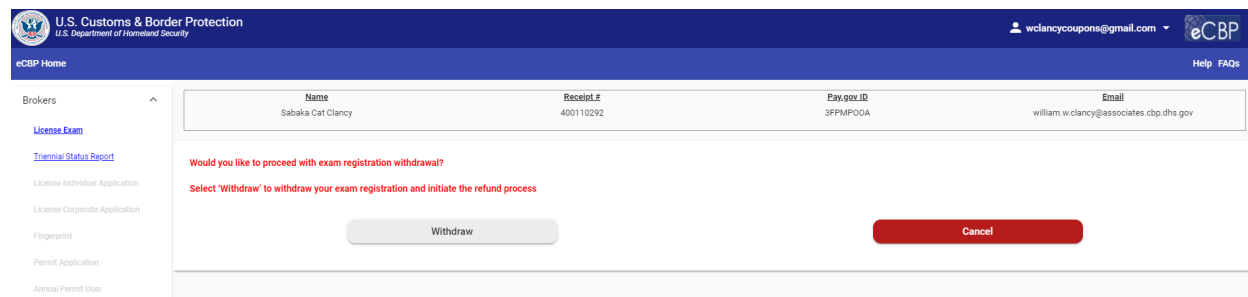

Confirm that your name, original payment receipt number, Pay.gov ID and email address are as entered and are correct. If any of this information is not the same as your original application information, please contact the Rev Mod Service Desk before proceeding. (revmodservicedesk@cbp.dhs.gov or 1-800-366-8732 Ext. 4670)
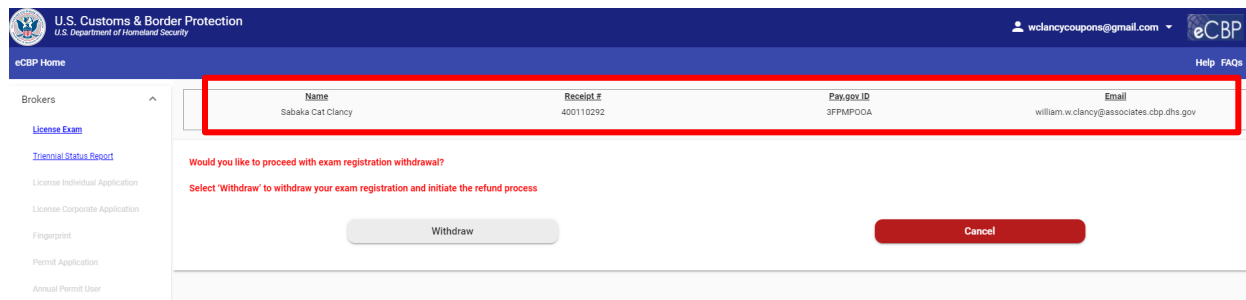
If you are certain that you will not be taking the exam on the next exam date, select the **Withdraw** button.
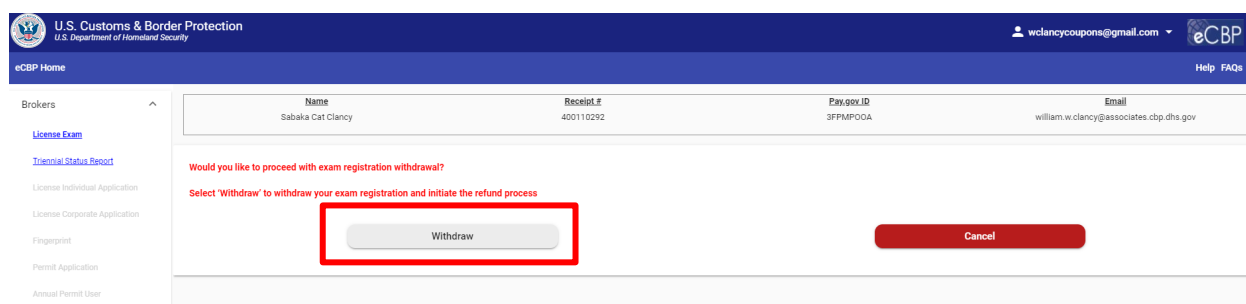
The system will confirm your withdrawal and initiate your exam fee refund. Refunds will be issued to the original payment method.
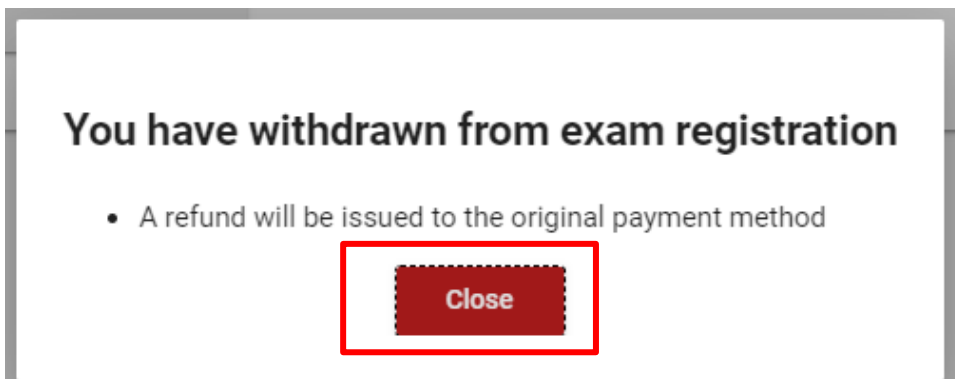

Select the **Close** button and the system will return you to the **License Exam** page. The **Exam Application Withdrawn** button will be greyed out.

To verify your withdrawal, press the **Completed Exam Applications/Receipts** button from the **License Exam** screen.

On the **Application / Payment History** screen, a withdrawal designation will appear next to the payment receipt of the exam that is being withdrawn from. The designation will signify **'Withdrawn'** and the **date of withdrawal**.
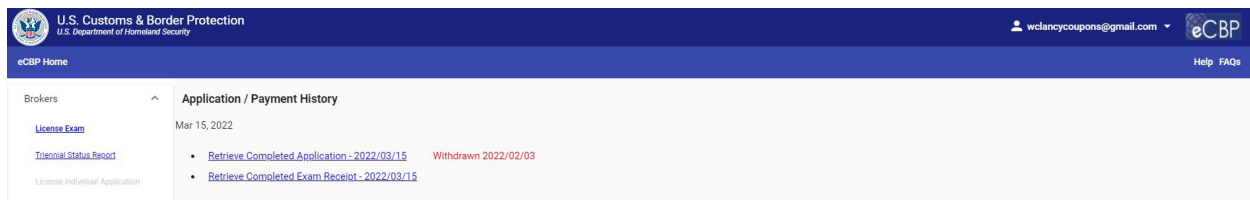
If this designation does not appear on the **Application / Payment History** screen, verify that the **Exam Application Withdrawn** button is greyed out. If the **Exam Application Withdrawn** button is not greyed out, select it again and retry the process.

If the withdrawn and date designation still does not appear, please contact the Rev Mod Service Desk. (revmodservicedesk@cbp.dhs.gov or 1-800-366-8732 Ext. 4670)

13   Help Menu and FAQs

The **Help** and **FAQ** sections provide additional broker and exam information. To access the **Help** and **FAQ** sections, the user does not need to be logged in.
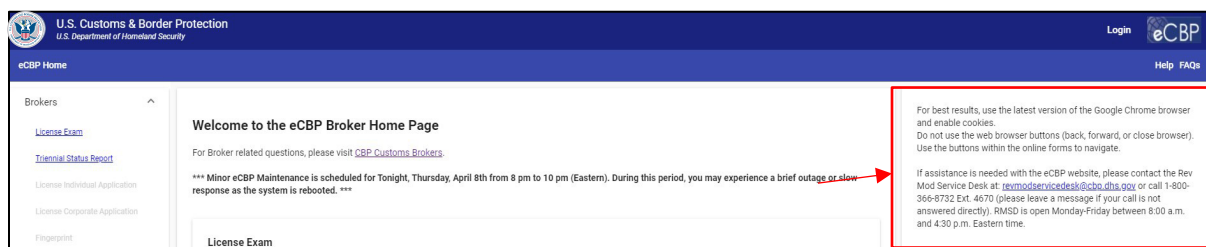
13.1.   Help Menu and FAQs

When questions arise that you may want further details on, the **Help** and **FAQ** functions will provide much of the information you may be looking for in the future. To access the **Help** and **FAQ** sections, follow these steps.
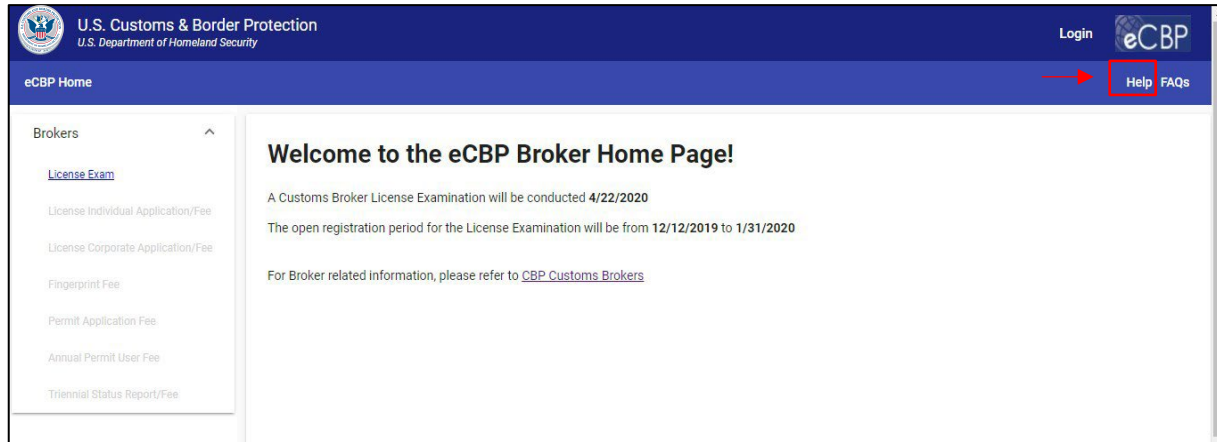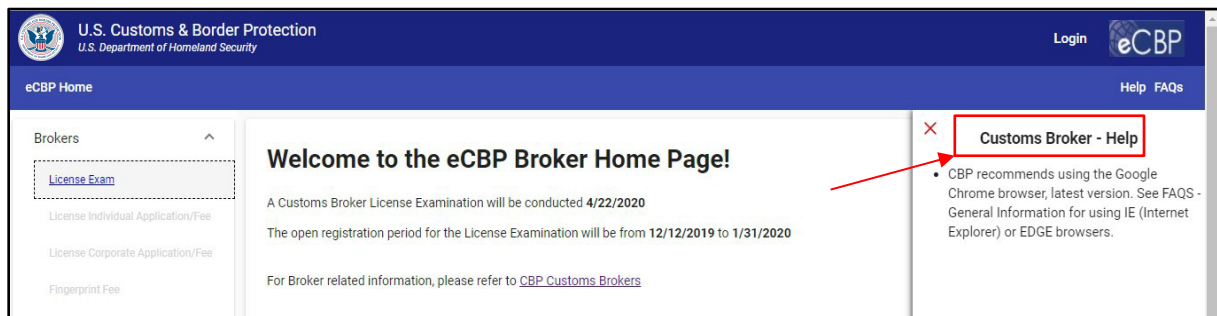
Select **Brokers**.
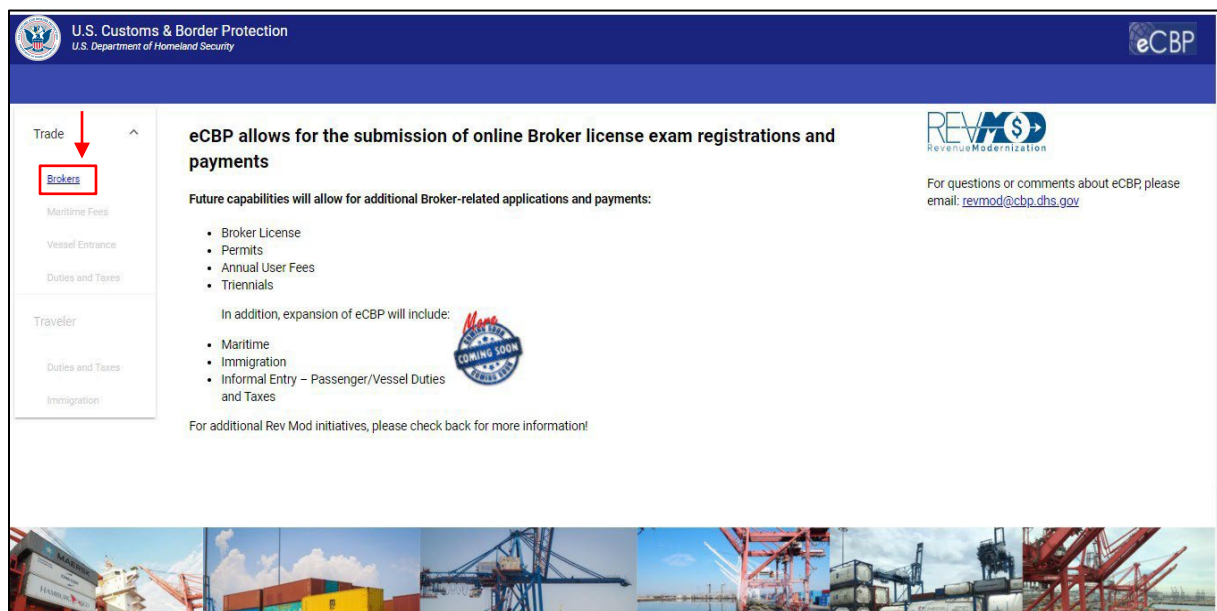
General Guidelines and Rev Mod Service Desk contact information.
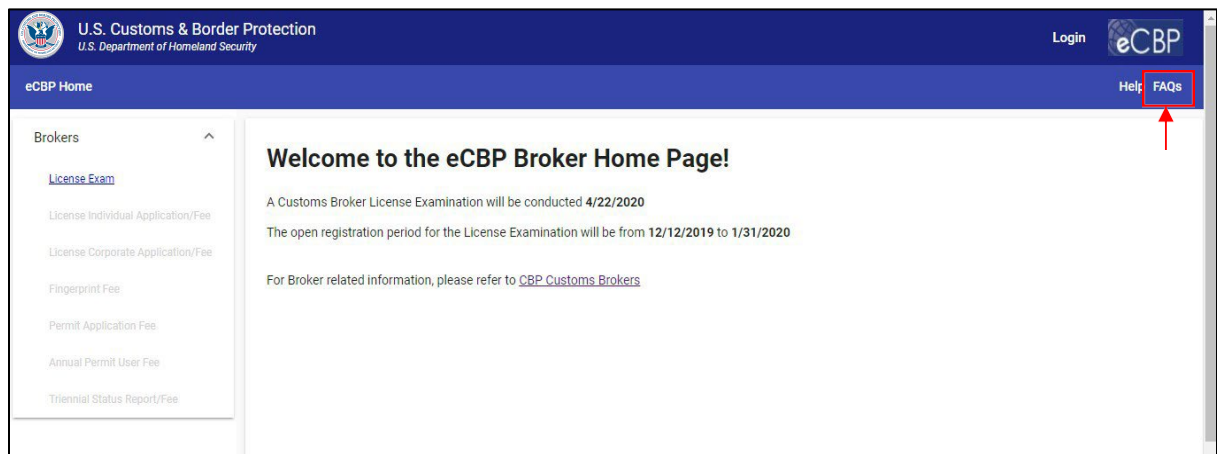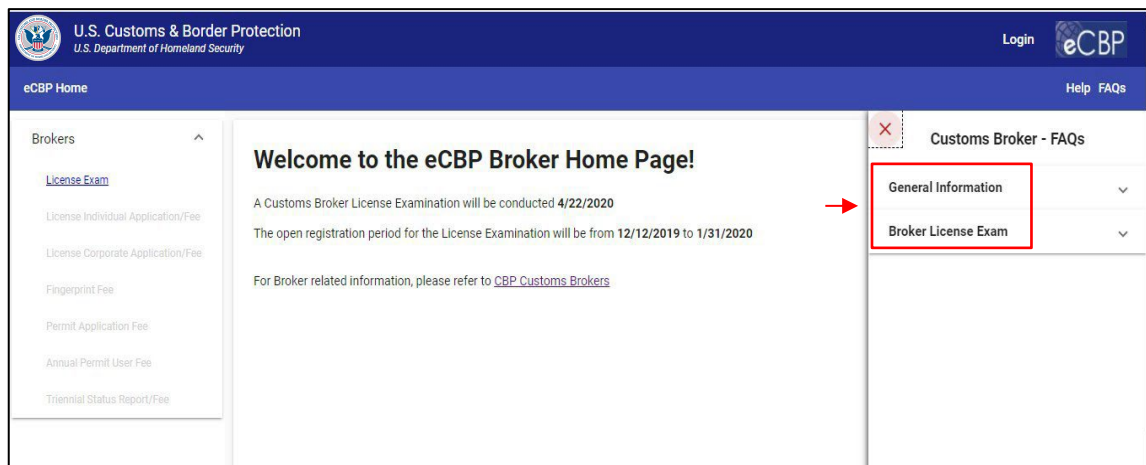

Select **Help**.

Review this section for additional Customs Broker Information available here.
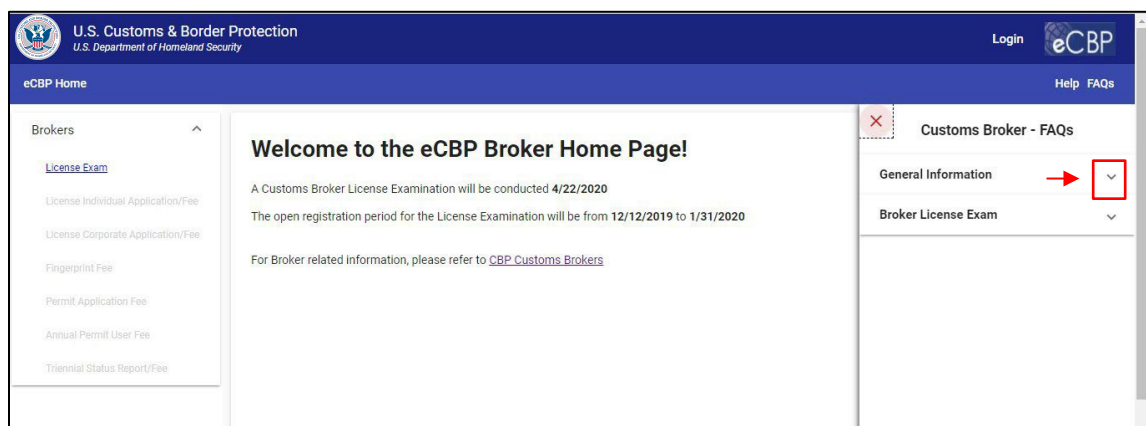

Select **FAQs**.

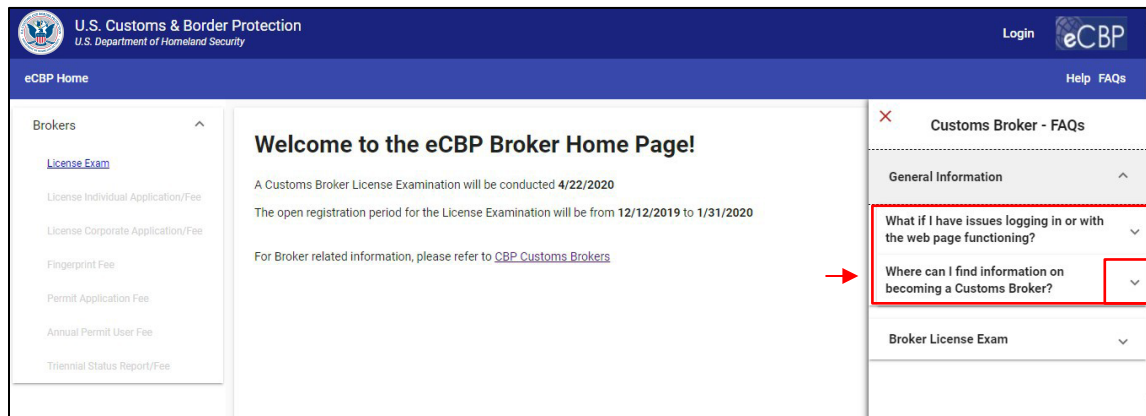FAQs are displayed for General Information and Broker License Exam.

13.2. General Information FAQs

Select the dropdown arrow to the right of **General Information** for a listing of general broker information FAQs.
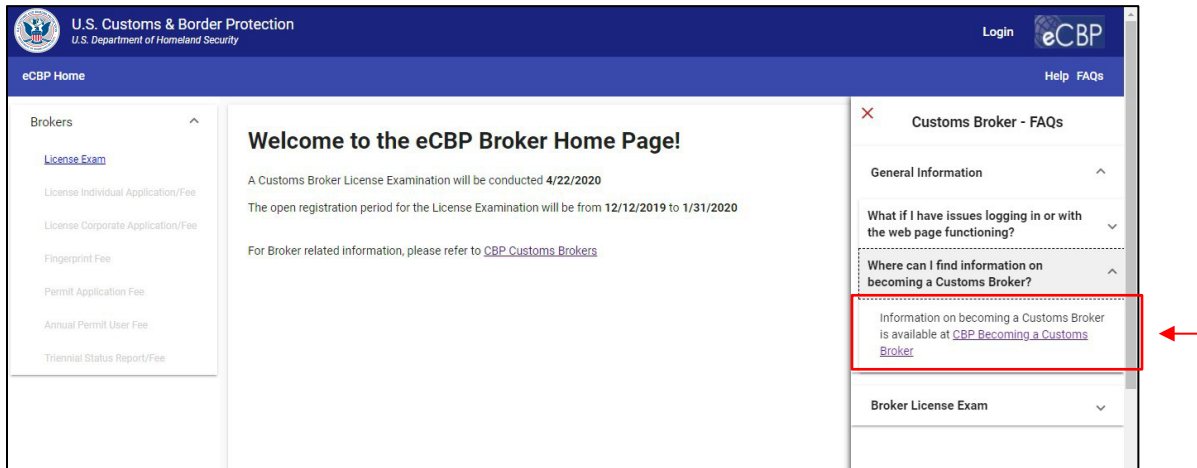

A listing of the **General Information FAQ** questions will display.

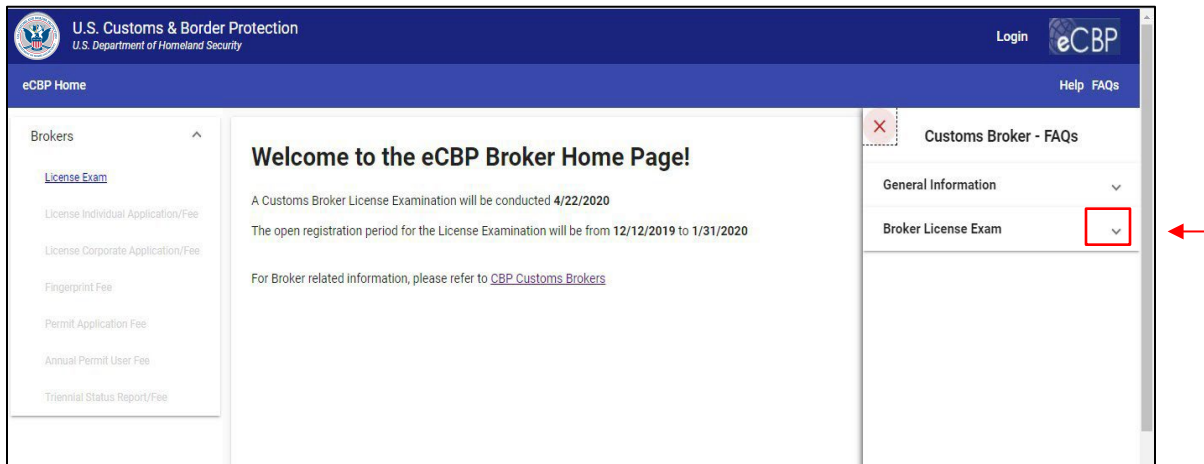Select the drop-down arrow at the right of a question to view the answer.

The answer will display and will remain displayed unless the arrow is selected to collapse the answer.
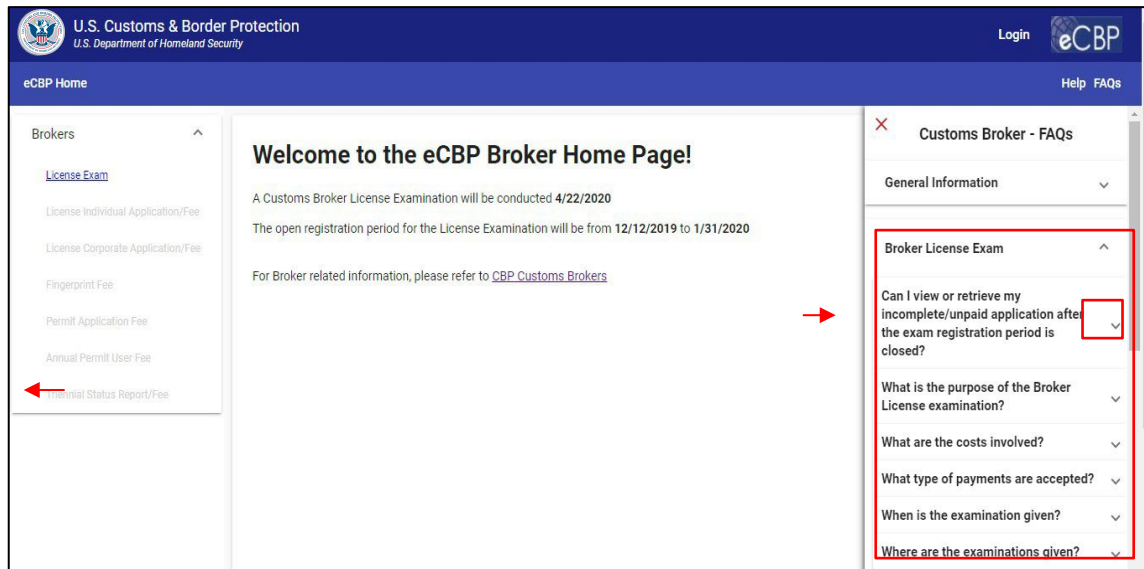

13.3. Broker License Exam FAQs

Select the drop-down arrow at the right of **Broker License Exam** for a listing of exam FAQs.
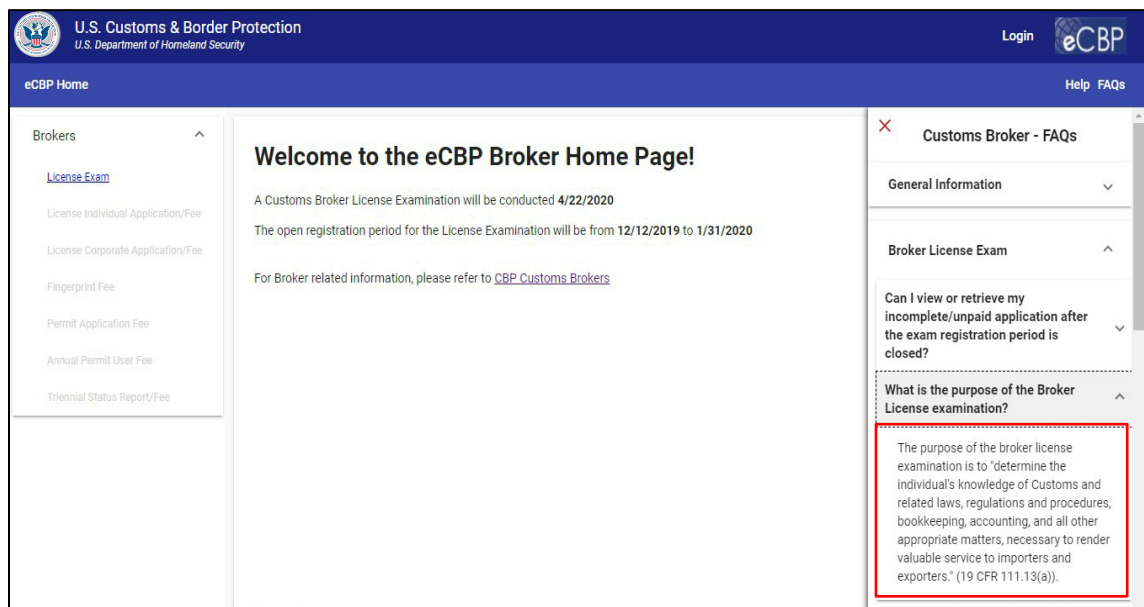

A listing of the Broker License Exam FAQ questions will display.

Select the drop-down arrow at the right of a question to view the answer.

More than one question and answer combination can be viewed at a time. The expand arrow will display the answer, until you collapse the arrow to close.

Note: Help and **Broker License Exam** FAQs are available after logging in and selecting the **License Exam** link and available when the application is open.

Please refer questions regarding this document to Rev Mod Service Desk at revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670