

Broker Management Branch (BMB) and Revenue Modernization (Rev Mod)

*2024 Triennial Status Report and Annual Permit
User Fee Webinar*
December 15, 2023



U.S. Customs and
Border Protection



Agenda

1. Introduction
2. 2024 Triennial Status Report (TSR)
 - i. Background and Overview
 - ii. Public Notification of TSR Fee Automation
 - iii. Required Information
 - iv. TSR Submission Overview
 - v. eCBP Broker Portal Demo
3. TSR Q&A
4. 2024 Annual Permit User Fee
 - i. Background and Overview
 - ii. eCBP Broker Portal Demo
5. Permit User Fee Q&A





Broker Management Branch (BMB) Introduction

- ❖ Shari McCann, *Division Director, Commercial Operations, Revenue and Entry (CORE) Division*
- ❖ Omar Qureshi, *Branch Chief*
- ❖ Elena Ryan, *Special Advisor, Broker Continuing Education*
- ❖ Heather Cheshire, *International Trade Analyst*
- ❖ Marcia Clark, *International Trade Analyst*
- ❖ Jeannine Delgado, *International Trade Specialist*
- ❖ Tiarah Flores, *International Trade Analyst*
- ❖ Kimberly Mack, *International Trade Analyst*
- ❖ Mariana Santibanez-Doyle, *International Trade Analyst*
- ❖ Pauline Lavington, *International Trade Analyst on TDY with BMB*

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Office of Finance, Revenue Modernization (Rev Mod) Introduction

- ❖ Clinton Kiehl, *Director, Rev Mod Office Program Manager*
- ❖ Cary Wilson, *Management and Program Analyst*
- ❖ Sarah Lowery, *Management and Program Analyst*
- ❖ Will Clancy, *eCBP Project Manager*
- ❖ Mark Brown, *Product Manager*
- ❖ Gail Ford, *Systems Analyst*
- ❖ Kumar Manimandiram, *Business Solutions Architect*
- ❖ Christine Paris, *Senior Training Development Specialist*
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2024 Triennial Status Report Background and Overview



- The Status Report and associated \$100 fee is required from all licensed brokers (individual, corporation, partnership, and association) every three years – triennially as of 1985
- Triennial Status Reports (TSR) are due by **February 29, 2024**
- The [eCBP portal](#) will open for TSR submissions on **December 18, 2023**
- The TSR is due from every individual and organization license issued through **December 31, 2023**
- Licenses issued on or after **January 1, 2024**, will not owe a TSR until **2027**
- Continuing Education (CE) is not required to be reported for the 2024 TSR
- Failure to submit a TSR and associated fee by **February 29, 2024** will result in a license suspension by operation of law on **March 1, 2024**



Save Time, Submit Online



2024 Triennial Status Report Background and Overview, cont.



- CBP provides a Certified Letter to each licensed broker who fails to submit a timely TSR and associated fee at the last known address on file with CBP
- It is the broker's responsibility to maintain current address information with CBP
- Failure to submit a TSR and associated fee within 60 days of the suspension warning letter will result in a license revocation by operation of law without prejudice to the submission of a new license application
 - This means that the revoked license cannot be reinstated, and the affected broker may submit a new license application
- License revocations are published in the Federal Register



Public Notification of User Fee and TSR Submission



- Processing Centers issue reminder notices to the broker community by:
 - Pipeline
 - Information Notice
 - Internet / Email
 - Individual Mailing
 - Brokers Association Mailing
- BMB has issued CSMS messages and disseminated flyers for the Centers to distribute
- CBP has published updated FAQs on the Customs Brokers FAQ webpage:
<https://www.cbp.gov/trade/programs-administration/customs-brokers/frequently-asked-questions>
- Updated TSR system Quick Reference Guides are on the eCBP Portal resource webpage:
<https://www.cbp.gov/trade/eCBP on cbp.gov>



Required Information on TSR – Individual License



The following information is required for all individual license TSR submissions:

- License number and issuance date – provided by user at log in
- Name of license holder (and trade name, if applicable) – eCBP system provided
- Port of license issuance – eCBP system provided
- Whether or not the licensed individual is actively engaged in transacting customs business
- **ALL licensed individuals must indicate whether he/she/they meet all applicable requirements**
- **ALL licensed individuals must indicate whether he/she/they have engaged in any conduct that would constitute grounds for suspension or revocation of their license.**
- **ALL licensed individuals must provide a current personal mailing address (and business address if actively engaged in customs business as a sole proprietor) and email address**
- If an individual licensee is employed by a broker, he/she/they must provide the employer's name and address



Required Information on TSR – Organization License



The following information is required for all partnership, association (LLC), or corporation licenses:

- License number and issuance date – provided by user at log in
- License type: Corporate, Association, or Partnership – eCBP system provided
- Company name they are operating under as a broker – eCBP system provided
- Whether the partnership, association, or corporation broker is actively engaged in transacting business as a broker
- **Whether the partnership, association, or corporation broker continues to meet all applicable requirements**
- **Whether the partnership, association, or corporation broker has engaged in any conduct that would constitute grounds for suspension or revocation of their license**
- **The broker's office of record address**
- **The permit qualifier name and licensed member(s)/officer(s) names, addresses, and emails to include the license qualifier via an uploaded PDF/Word/Excel document**
- **The report must be signed by a licensed officer (or member)**



Required Information on TSR, cont.



- Brokers are no longer required to provide CBP with a full employee list as part of their TSR submission
- Organization Brokers are now required to provide the permit qualifier name and licensed member(s)/officer(s) names, addresses, and emails to include the license qualifier via an uploaded PDF/Word/Excel document

EXAMPLE

Licensed Officer/Permit Qualifier List				
Name	Position	License Number	Address	Email
John Marshall	Officer/License Qualifier	76543	1234 Elm Street, San Antonio, TX 12345	jmarshall@abroker.com
Alex Thomas	Officer	5432	9876 Stone Ave, San Antonio, TX 12345	athomas@abroker.com
Amy Brown	Permit Qualifier	86420		



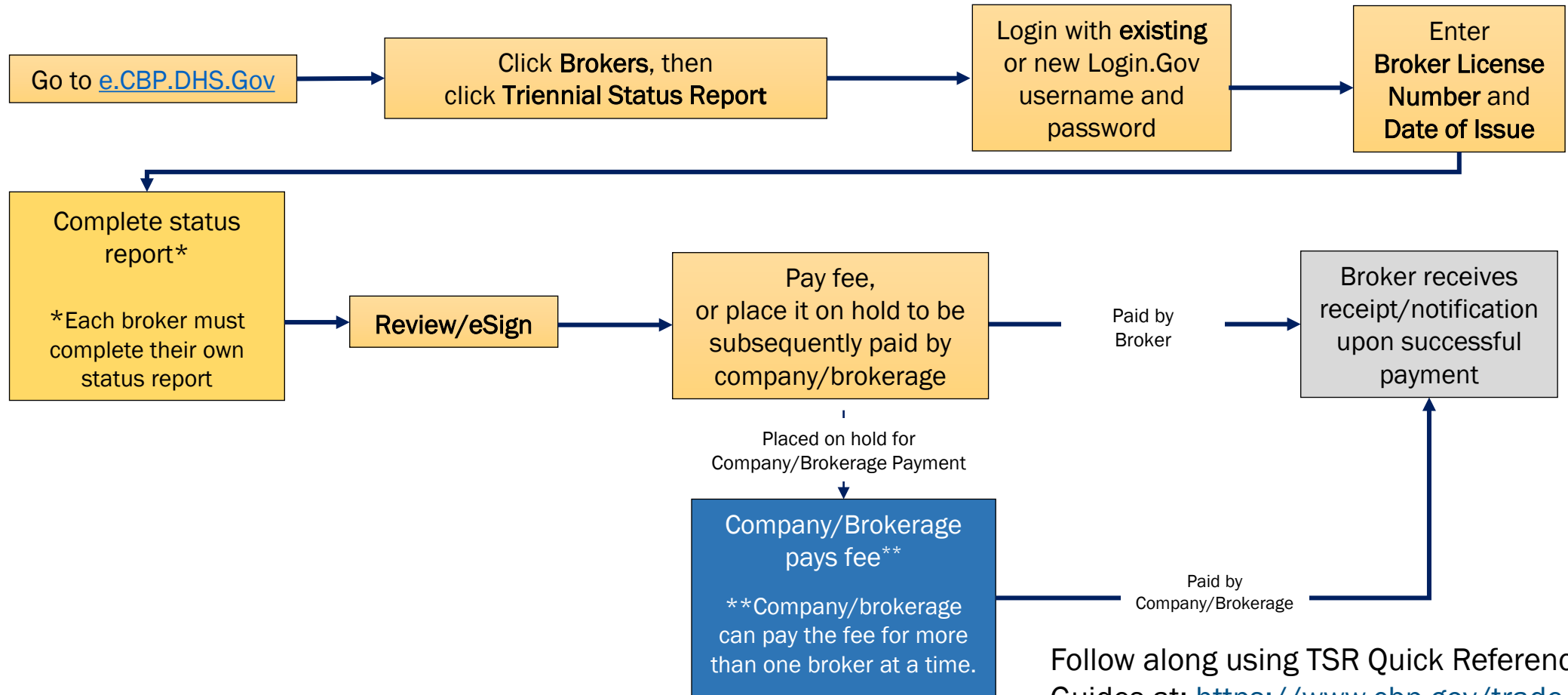
TSR Submission Overview



- The [eCBP portal](#) will open for TSR submissions on **December 18, 2023**
- Brokers can use a tablet, computer, or smart phone to submit a TSR and pay the \$100 fee
- eCBP accepts credit card and debit card payments
- No additional fees are charged for any payments and receipts are provided electronically
- Completed TSRs and receipts can be retrieved from eCBP at any time
- The eCBP portal allows a licensed individual employed by a broker to designate the brokerage to pay their individual license TSR fee when completing the TSR
- See the Frequently Asked Questions and TSR system Quick Reference Guides on the [eCBP Portal resource page](#) on cbp.gov for more information



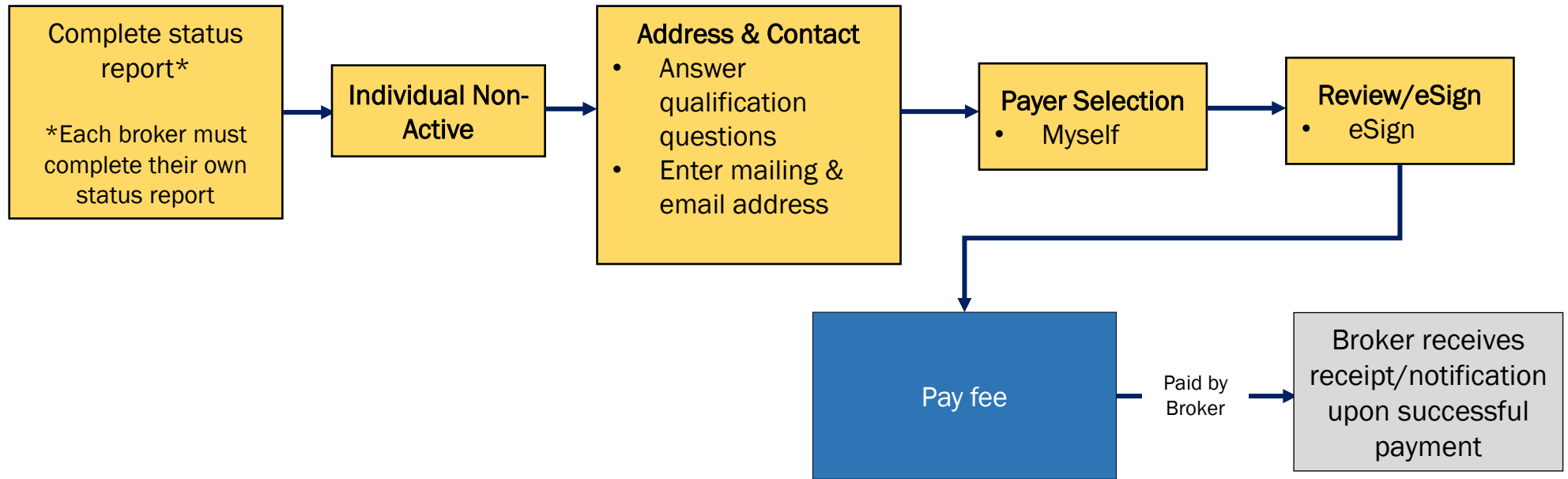
eCBP Broker Portal – License Holder TSR Workflow Summary



Follow along using TSR Quick Reference Guides at: <https://www.cbp.gov/trade/eCBP>

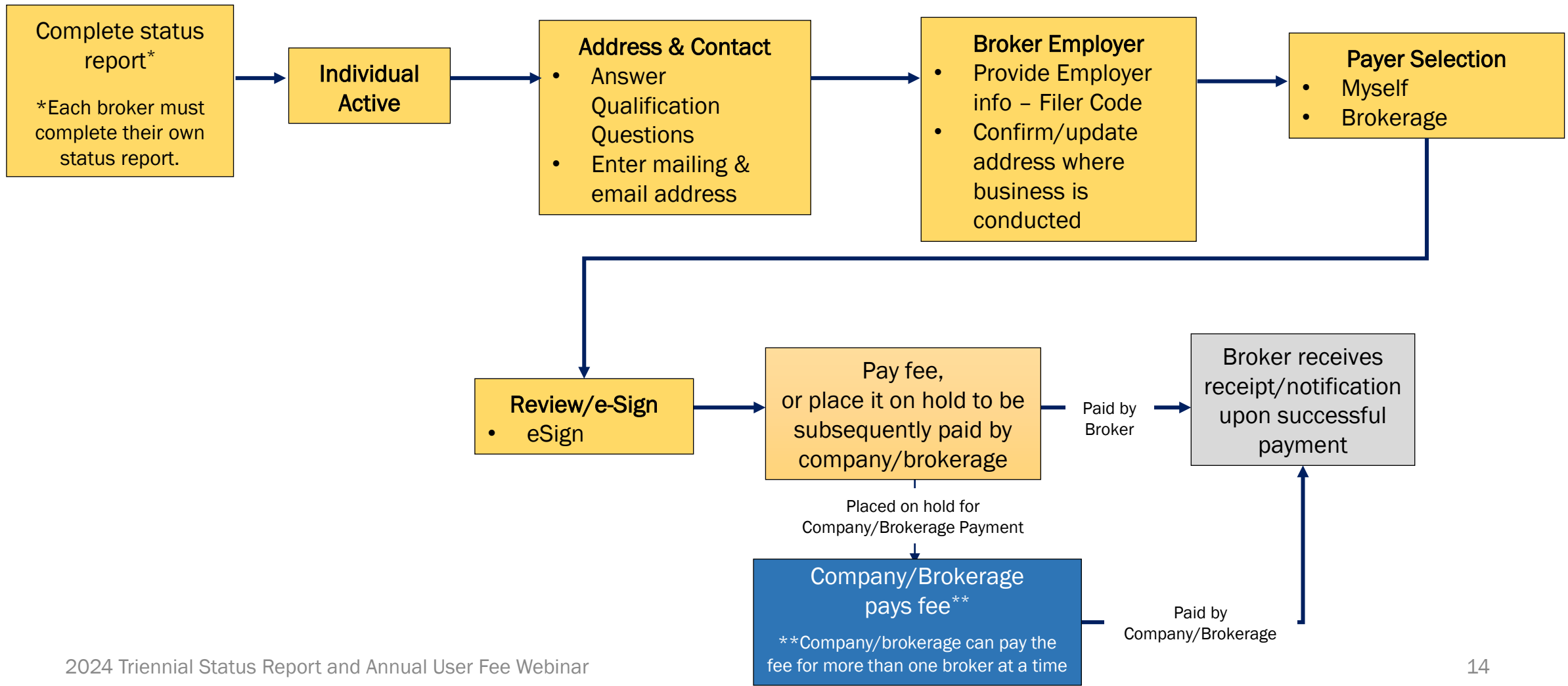


eCBP Broker Portal – License Holder TSR Workflow – Individual Non-Active



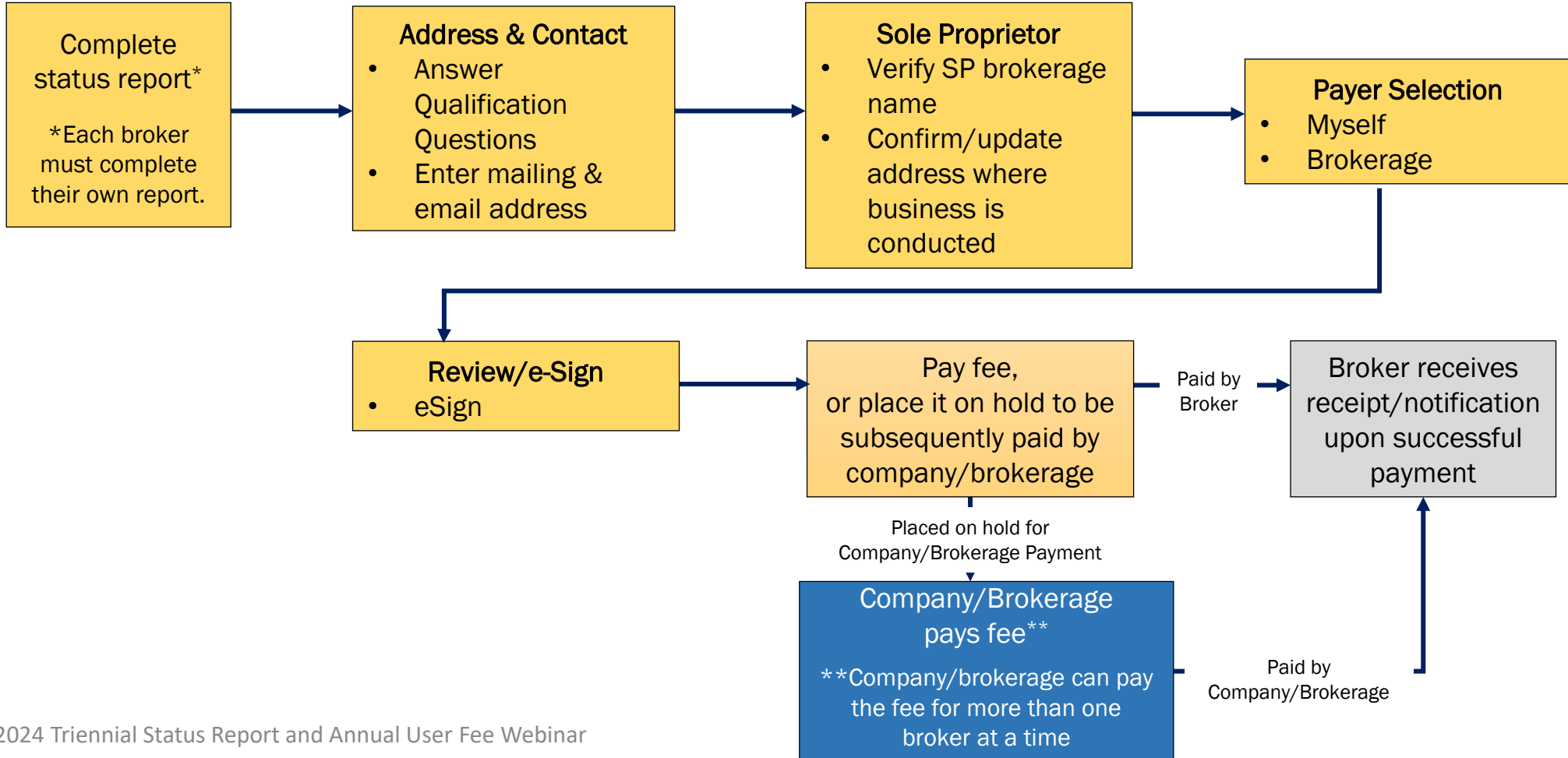


eCBP Broker Portal – License Holder TSR Workflow – Individual Active



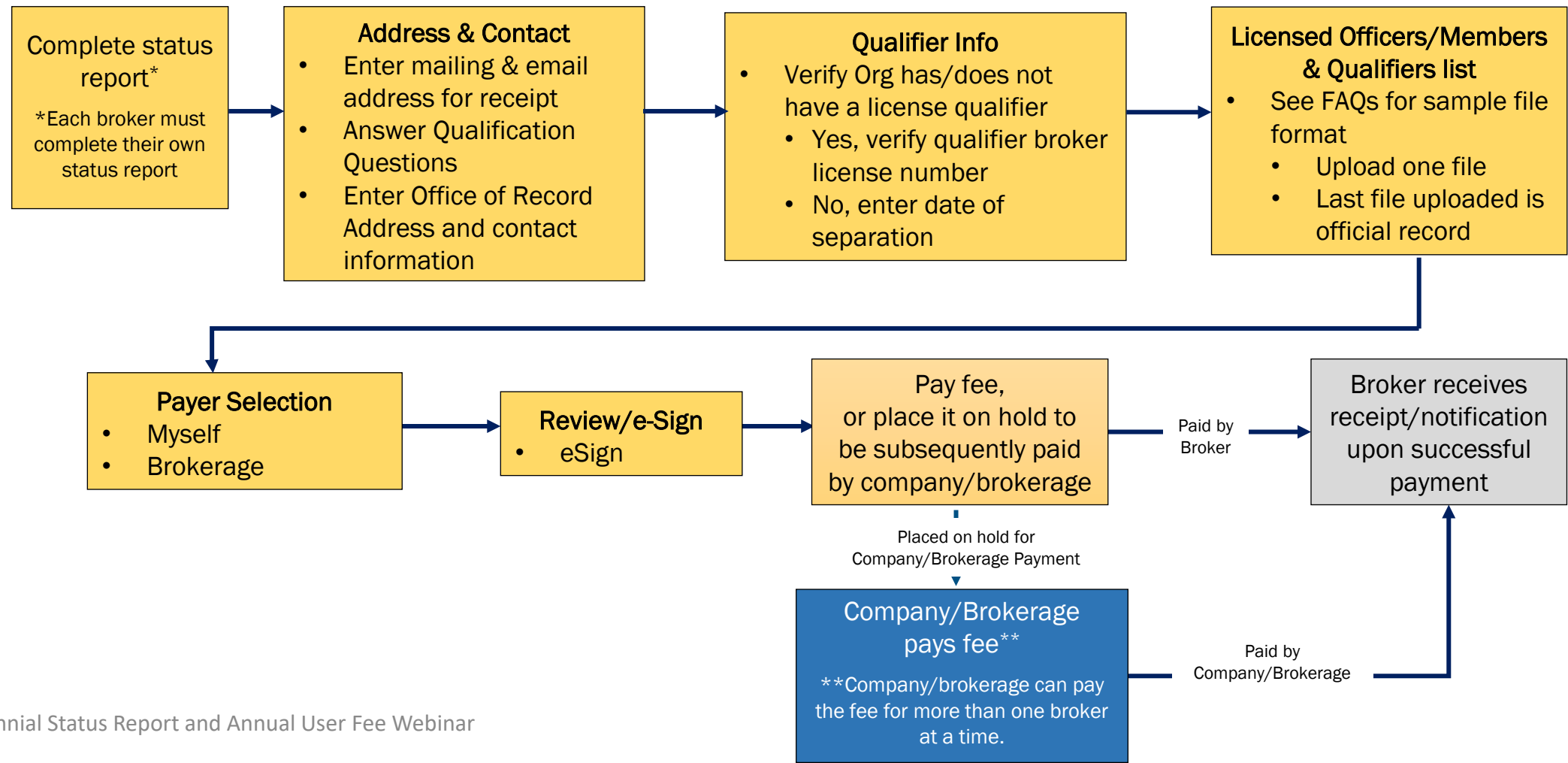


eCBP Broker Portal – License Holder TSR Workflow – Sole Proprietor Broker



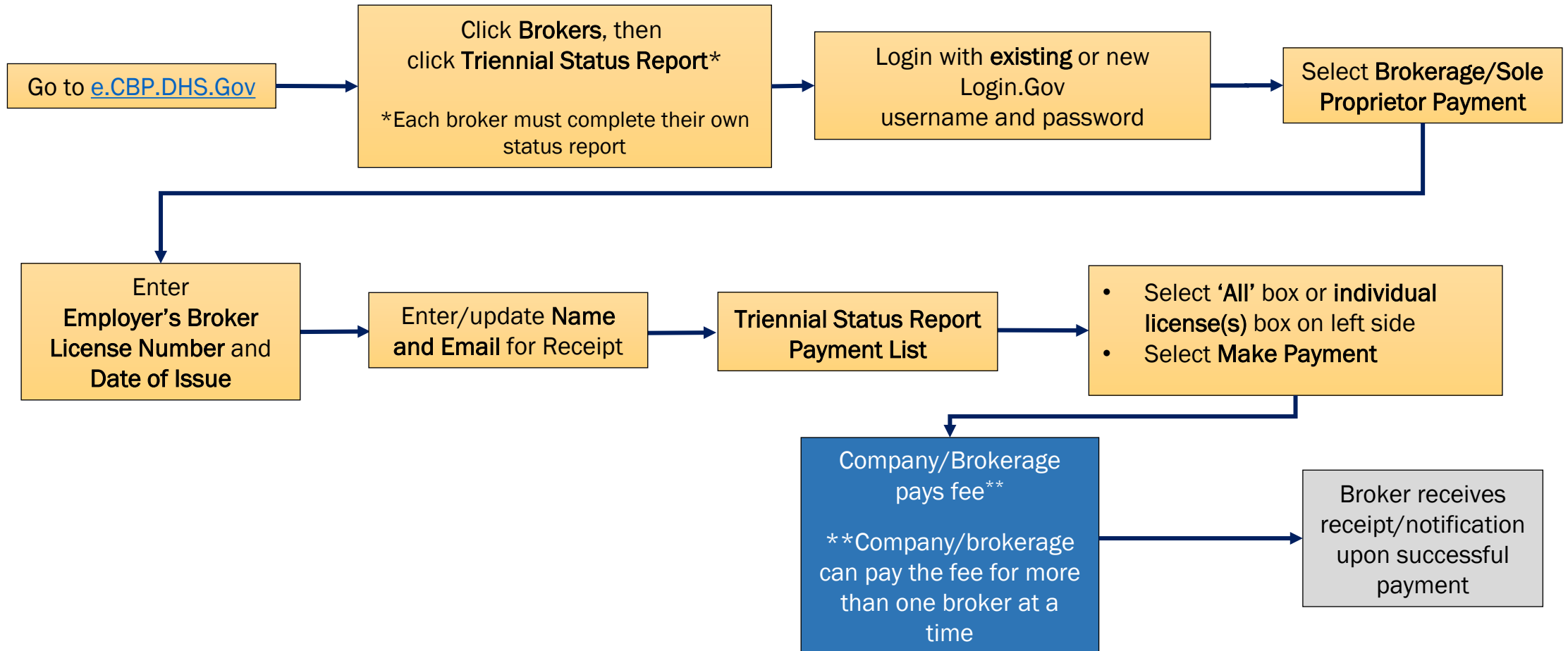


eCBP Broker Portal – License Holder TSR Workflow – Organization Broker





eCBP Broker Portal – Multi-Payer TSR Workflow





eCBP Broker Portal TSR Error Codes

No Status Report pending Brokerage payment

- Review license information and try again
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

There are no individual TSR reports pending payment associated with the filer code for the organization broker. Make sure the correct employer/filer code is indicated on the TSR and that the TSR has been eSigned.

License Type not eligible for Brokerage Payment

- If paying for Individual License, select 'Triennial Status Report' from Triennial home page
- Re-enter license information if for Brokerage Payment
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

Broker payer has been selected as the payment type; however, the filer has not indicated that they are an employee or indicated they were filing as non-active broker.



eCBP Broker Portal TSR Error Codes, cont.

License does not match login credentials

- License is associated with a different login.gov account
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicesdesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

The login.gov email used to sign-on for an individual license holder or sole proprietor license holder is different than the one last used to access the license number, maybe a new login.gov ID since the 2021 TSR submission. Logoff and sign-on with the login.gov email previously used, if not the case contact the Rev Mod Service Desk

Contact record already exists

- You may receive this message if the Organization TSR was created before the Individual TSR
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicesdesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

The individual organization qualifier should input their TSR before creating the organization's license TSR.




TSR Questions?





2024 Permit User Fee Background and Overview

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- A circular icon containing a document symbol, representing a document or notice.
- The 2024 Annual Permit User Fee **due date is February 9, 2024**
 - CBP published the 2024 Permit User Fee due date in a Federal Register Notice (FRN) (88 FR 82910) on November 27, 2023
 - The Office of Trade issued CSMS message #NNNN advising the FRN published due date and eCBP portal capability
 - The 2024 user fee is \$174.80 and is payable electronically via the eCBP portal (<https://e.cbp.dhs.gov/ecbp/#/main>) now
 - CBP began accepting 2024 Annual Permit User Fee payments via the eCBP portal on **November 29, 2023**
 - The annual permit user fee will only be accepted for active national permits issued on or before December 31, 2023
 - Failure to pay the annual user fee timely can result in permit revocation by operation of law
 - Permit revocations are published in the Federal Register



Save Time, Submit Online



eCBP Broker Portal Permit User Fee Required Information for Payment

DATA OR INFORMATION	USED FOR INPUT AND/OR VERIFICATION OF DATA	USED FOR VERIFICATION OF DATA ONLY
LOGIN.GOV USERNAME/LOGIN EMAIL	X	-
LOGIN.GOV PASSWORD	X	-
LICENSE NUMBER	X	-
LICENSE DATE OF ISSUANCE	X	-
FILER CODE	-	X
PERMIT NUMBER	-	X
NAME FOR RECEIPT*	X	-
EMAIL FOR RECEIPT DELIVERY*	X	-
PERMIT OFFICE OF RECORD**	X	-
E-SIGN	X	-
DEBIT OR CREDIT CARD FOR FEE PAYMENT	X	-

* This entry does not affect information in ACE, it is only for receipt delivery

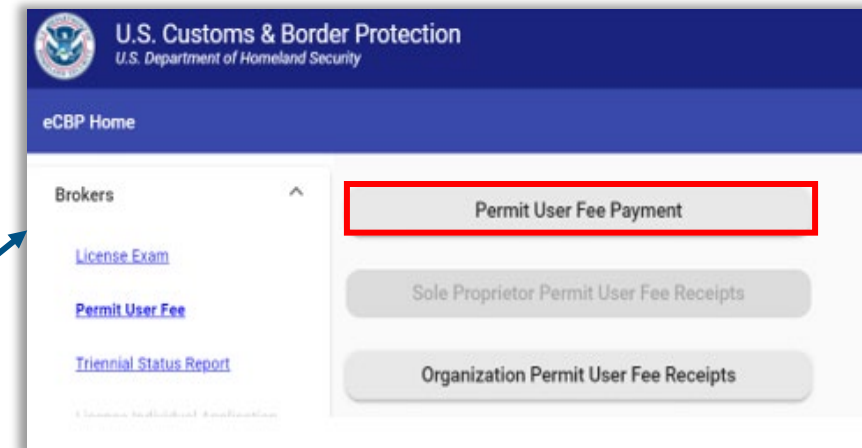
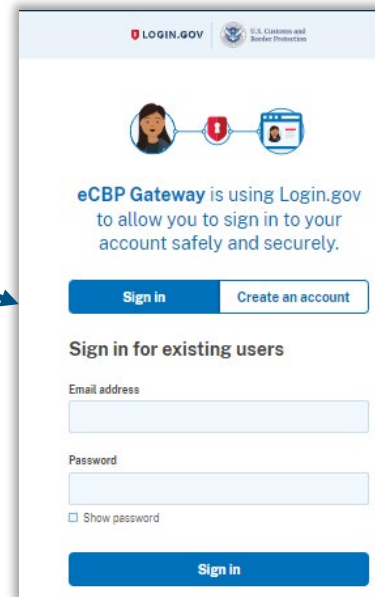
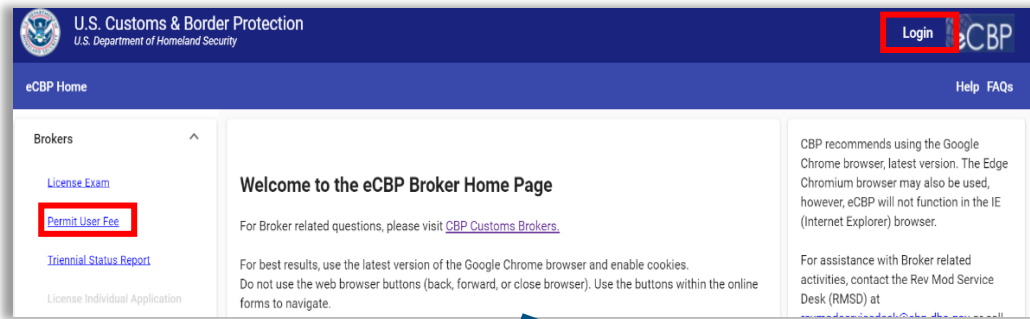
** Changes/edits to these fields will update in ACE

Follow along using Permit User Fee Quick Reference Guide at: <https://www.cbp.gov/trade/eCBP>



eCBP Broker Portal Permit User Fee Walk Through (1 of 3)

Login to Login.gov and enter permit owner's broker license and license issue date





eCBP Broker Portal Permit User Fee Walk Through (2 of 3)

Enter license number and license issue date

Permit User Fee Payment - 2024

In order to retrieve your Permit information please provide:

Verify license name, filer code and permit number

Enter/update Name and Email for Receipt

Permit User Fee Payment 2024

License Name	Filer Code	Permit Number
<input type="text"/>		

Name and Email for Receipt (verify/update contact information)

<input type="text" value="First Name *"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Last Name *"/>
<input type="text" value="Email *"/>	<input type="text" value="Confirm email *"/>	



eCBP Broker Portal Permit User Fee Walk Through (3 of 3)

Enter/update Permit Office of Record Address and business email



e-Sign and Pay

I, am authorized to submit the annual user fee payment and update the ACE Office of Record address on behalf of the permitted broker.

First Name/Last Name: Manjeet Singh

Date: 10/11/2023

Fee Amount: \$174.8

Select debit or credit card for payment and follow Pay.gov instructions to complete the transaction



I want to pay with a debit or credit card



eCBP Broker Portal Permit User Fee Common Issues

Common Issues:

Attempting to enter 'permit number' and 'permit issue date' when license number and license issue date are required

Permit User Fee Payment - 2024

In order to retrieve your Permit information please provide:

<input type="text" value="License Number *"/>	<input type="text" value="Issue Date (MM/DD/YYYY) *"/>	<input type="button" value="Next"/>	<input type="button" value="Cancel"/>
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Error codes explained:

No match found for the license information

- Re-enter license information
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

The combination of license number and date of issue does not match the information in the ACE/Mobile Collections & Receipts (MCR) data, double check the paper license to make sure both values are valid, if so contact the Rev Mod Service Desk



eCBP Broker Portal Permit User Fee Error Codes, cont.

License does not match login credentials

- License is associated with a different login.gov account
- If assistance is needed, contact the Rev Mod Service Desk at: revmodservicesdesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

The login.gov email used to sign-on for an individual license holder or sole proprietor license holder is different than the one last used to access the license number and could be a new login.gov ID since the 2021 TSR submission. Logoff and sign-on with the login.gov email previously used, if not the case contact the Rev Mod Service Desk

Broker Permit Status not Eligible for Action Requested

- For further information contact the Broker Management Officer at the processing Center through which the permit was issued

Close

The status of the broker's license or permit being accessed for the fee payment is something other than active, inactive, suspended or voluntarily suspended. Contact the Broker Management Officer at the processing center where the license and/or permit were issued, to rectify the license and/or permit status issue.



Permit User Fee Questions?