



U.S. Customs and Border Protection

Revenue Division Helpdesk Directory

HELPDESK DIRECTORY

TRADE PAYMENTS

AIRLINE AND VESSEL PASSENGER USER FEES	3
AUTOMATED CLEARINGHOUSE (ACH)	3
HARBOR MAINTENANCE FEES (HMF)	3
PAY.GOV	3
PERIODIC MONTHLY STATEMENT (PMS)	4

TRADE COLLECTIONS

DEBT COLLECTION	4
DEBIT VOUCHERS	4
REIMBURSABLE AND MISCELLANEOUS BILLS	5
SANCTIONS	5
TREASURY OFFSET	5

TRAVELER PAYMENTS

CREDIT CARDS	5
DECAL AND TRANSPONDERS	5
REVENUE TRUSTED TRAVELER PROGRAMS (TTP)	5

REFUNDS

AUTOMATED CLEARINGHOUSE (ACH) REFUNDS	6
CREDIT CARD REFUNDS	6
DECAL AND TRANSPONDERS REFUNDS	6
HARBOR MAINTENANCE FEES (HMF) REFUNDS	6
REFUNDS AND REPLACEMENT CHECKS	6
REVENUE TRUSTED TRAVELER PAYMENTS REFUNDS	6

TAXES

1099 TAX FORM REPORTING	7
CONTINUED DUMPING AND SUBSIDY OFFSET ACT OF 2000 (CDSOA)	7
DEFERRED TAX	7

BONDS

BOND INQUIRIES	7
REJECTS AND IMPORTER RECORD IRS FROZEN/VOIDED	7



SUPPORT FOR PORT COLLECTIONS, DEPOSITS, AND ADJUSTMENTS

<u>BUDGET CLEARING ACCOUNT (BCA)</u>	8
<u>COLLECTION AND DEPOSIT</u>	8
<u>CREDIT CARDS</u>	8
<u>ELECTRONIC COLLECTION SYSTEM (ECS) / POINT OF SALE (POS)</u>	8
<u>SERIALLY NUMBERED FORMS (SNF)</u>	9
<u>SHORTAGES AND OVERAGES</u>	9

EXTRACT REPORTS

<u>MASTER FILE & LIQUIDATION EXTRACT REPORTS</u>	9
--	---

FREEDOM OF INFORMATION ACT (FOIA)

<u>FREEDOM OF INFORMATION ACT (FOIA)</u>	9
--	---

INDY BASED NON-REVENUE DIVISION HELPDESKS

<u>FINES, PENALTIES, & FORFEITURES (FP&F)</u>	10
<u>INDIANAPOLIS PORT OFFICE (AIRPORT)</u>	10
<u>NATIONAL DISTRIBUTION CENTER</u>	10
<u>NFC TRAVEL HELPDESK</u>	10
<u>PAYROLL</u>	10
<u>REVMOD SERVICE DESK</u>	10
<u>SAP SERVICE DESK</u>	10

<u>SIMPLIFIED PHONE DIRECTORY LIST</u>	11
--	----

National Finance Center Main Line
317-298-1200

Revenue Division Mailing Address
U.S. Customs and Border Protection
Attn: Revenue Division
6650 Telecom Drive, Suite 100
Indianapolis, IN 46278

Trade Payments

Airline and Vessel Passenger User Fees

(317) 715-9407

CUFIUFhelp@cbp.dhs.gov

Reasons to contact:

- Questions on quarterly Customs and Immigration User Fees, payment history, credits, and payment dates

Automated Clearinghouse (ACH)

(317) 298-1200 ext. 1098

ACH-Customs@cbp.dhs.gov

Reasons to contact:

- ACH Debit/Credit Program Questions
- ACH Application Status (EMAIL PREFERRED)
- Payer Unit Number (PUN) Status (EMAIL PREFERRED)
- ACH Credit Pre-Note Inquiries (EMAIL PREFERRED)
- Failed Pre-Note Inquiries Debit/Credit (EMAIL PREFERRED)
- Periodic Monthly Statement (PMS) removal questions
- PMS - Statement payment questions

For more information on the Automated Clearinghouse (ACH) program, please visit:
<https://www.cbp.gov/trade/basic-import-export/automated-clearinghouse-ach>.

*** For Statement payment errors, please refer to your ABI Representative for assistance. ***

Harbor Maintenance Fees (HMF)

(317) 614-4936

hmf@cbp.dhs.gov

Reasons to contact:

- HMF Program questions and information
- Quarterly HMF payment questions and/or payment history
- Questions about using pay.gov to pay Quarterly HMF payments

For general questions regarding the HMF program, please contact the [Arrival Port of Entry](#).

Pay.gov

(317) 614-4964

cbppaygov@cbp.dhs.gov

External Website: <https://www.pay.gov/public/home>

Reasons to contact:

- CBP form and application access
- Data Entry questions
- Payment related issues

For Pay.gov password resets, please contact 1-800-624-1373.

Trade Payments

Periodic Monthly Statement (PMS)

periodicstatement@cbp.dhs.gov

Reasons to contact:

- Activation requests to participate in Periodic Monthly Statement payment program

For all other Periodic Monthly Statement (PMS) questions, please contact the ACH Helpdesk at
(317) 298-1200 ext 1098 or ACH-Customs@cbp.dhs.gov.

For more information on the Periodic Monthly Statement (PMS) program, please visit:

<https://www.cbp.gov/document/guidance/periodic-monthly-statement>.

Trade Collections

Debt Collection

(317) 614-4811

billinginquiry@cbp.dhs.gov

Reasons to contact:

- Bill copy request, payment address, payment research, and other bill related questions
- Entry questions should be directed to the appropriate [Centers of Excellence and Expertise](#)
- Fines, Penalty, and Forfeitures (FP&F) bills which start with FP should be directed to the respective [FP&F office](#)
- Drawback questions should be directed to the appropriate [Drawback Office](#)

Debit Vouchers

(317) 381-5437

debitvoucherteam2@cbp.dhs.gov

Reasons to contact:

- Debit voucher questions
- Information regarding debit voucher payments

Reimbursable and Miscellaneous Bills

(317) 614-4520

reimbsvcs@cbp.dhs.gov

Reasons to contact:

- Bill related questions
- Copy request, payment address, and payment research
- Questions regarding support for bills

Sanctions

(317) 614-4481

billinginquiry@cbp.dhs.gov

Reasons to contact:

- National Sanction related questions related to delinquent debts
- For other live entry requirements, please contact the appropriate [Port of Entry](#)

Treasury Offset

(317) 298-1392

cbp-treasuryoffsetprogram@cbp.dhs.gov

Reasons to contact:

- Questions related to debts submitted to Treasury for offset or cross servicing

Traveler Payments

Credit Cards

(317) 614-4887

rdcreditcards@cbp.dhs.gov

Reasons to contact:

- Billing issues and inquiries
- Credit card source and authorization inquiries
- Payment disputes and unexpected credits
- Receipt requests
- Third Party payments

Decals and Transponders (DTOPS)

(317) 298-1245

decals@cbp.dhs.gov

External Website: <https://dtops.cbp.dhs.gov>

Fax: (317) 290-3219

Reasons to contact:

- Assistance with using the DTOPS website
- Issues regarding usage of decals, transponders, or single crossing fees

For issues not related to a transponder (incorrect VIN listed on Manifest, incorrect plate showing at border crossing) please contact ACE at 1-800-927-8729 or cbp.technology.service.desk@cbp.dhs.gov.

REVENUE Trusted Traveler Programs (TTP)

(317) 715-6776 option 1

ttpbilling@cbp.dhs.gov

External Website: <https://ttp.dhs.gov/>

Reasons to contact:

- Billing issues and inquiries
- Refund and receipt requests
- Payment disputes and unexpected credits

**All other TTP questions/requests: <https://help.cbp.gov>.
For questions or requests regarding TSA Pre✓®: <https://www.tsa.gov>.**

Refunds

Automated Clearinghouse (ACH) Refunds

(317) 298-1200 ext 1178

gmb.achrefundsupport@cbp.dhs.gov

Reasons to contact:

- Enrollment questions/updates
- ACH Refund questions (issue/receipt date, entry number associated with refund)

Credit Cards Refunds

(317) 614-4887

rdcreditcards@cbp.dhs.gov

Reasons to contact:

- Refunds for payments made by credit card: ECS/POS and Pay.gov: Port Fees Form, Intellectual Property Rights, Trade Symposium, FOIA, C-TPAT, Parking, e-SAFE, eCBP (Broker)

Decals and Transponders (DTOPS) Refunds

(317) 298-1245

decals@cbp.dhs.gov

External Website: <https://dtops.cbp.dhs.gov>

Fax: (317) 290-3219

Reasons to contact:

- Refunds for decal, transponder, or single crossing fees

Harbor Maintenance Fees (HMF) Refunds

(317) 614-4936

hmf@cbp.dhs.gov

Reasons to contact:

- Refund requests for Quarterly HMF bills paid

Refunds and Replacement Checks

(317) 298-1200 ext 4044

Refund Inquiries: revenuerefunds@cbp.dhs.gov

Fax: (317) 298-1071

Reasons to contact:

- Questions regarding replacement refunds of undeliverable, stale-dates, or canceled refunds
- Questions regarding refund received from CBP

REVENUE Trusted Traveler Payments (TTP) Refunds

(317) 715-6778 Option 2

revenueestahelpdesk@cbp.dhs.gov

Reasons to contact:

- Refunds for Global Entry, NEXUS, FAST, and SENTRI

Taxes

1099 Tax Form Reporting

(317) 614-4872

Reasons to contact:

- Inquiries regarding Form 1099C and 1099G received from CBP

For questions related to 1099Gs received from the CDSOA program. Please contact the [CDSOA team](#).

Continued Dumping and Subsidy Offset Act of 2000 (CDSOA)

(317) 614-4462

cdsoa@cbp.dhs.gov

Fax: (317) 290-3255

Reasons to contact:

- CDSOA Certifications and Statements
- CDSOA Disbursement Payments
- CDSOA Statement Requests
- Received Tax Form 1099G

Deferred Tax

deferredtax-indy@cbp.dhs.gov

Reasons to contact:

- Questions related to deferred tax refunds
- Questions on how to pay deferred tax consolidated bills

Bonds

Bond Inquiries

(317) 614-4880

bondquestions@cbp.dhs.gov

External Website: <https://www.cbp.gov/trade/priority-issues/revenue/bonds>

Reasons to contact:

- Submitting new bond requests
- Determining bond types and amounts
- Insufficiency and/or bond increase notices

Rejects and Importer Record IRS Frozen/Voided

(317) 614-4880

bondquestions@cbp.dhs.gov

External Website: <https://www.cbp.gov/trade/priority-issues/revenue/bonds>

Reasons to contact:

- Inquiries requiring import record accounts

Support for Port Collections, Deposits, and Adjustments

For Internal CBP Employee Support

Budget Clearing Account (BCA)

bcahelpdesk@cbp.dhs.gov

Reasons to contact:

- Research and adjust collections placed on the Indianapolis BCA to the applicable receivables/class codes for payments made via: check mailed to the Revenue Division, Fedwire and Pay.gov
- Provide assistance to CBP Ports/Centers with questions or problems applying and transferring collections from the BCA

Collection and Deposit

(317) 298-1309

revenuecollectiondeposit@cbp.dhs.gov

Reasons to contact:

- Assistance using the OTCnet website including access, terminal configurations, check scanning, and general use
- Seized Currency Arrangement assistance including enrollment, access to, and training for CIR
- Minimal ACS assistance regarding collections and deposits

For ACS access, complete [CBP Form 7325](#) and submit to nationalacsscossupport@cbp.dhs.gov.

For ACS terminal id issues, contact cbp.technology.service.desk@cbp.dhs.gov or 1-800-927-8729.

Credit Cards

(317) 614-4887

rdcreditcards@cbp.dhs.gov

Reasons to contact:

- Billing issues and inquiries
- Credit card source and authorization inquiries
- Payment disputes and unexpected credits
- Receipt requests
- Third Party payments

Electronic Collection System (ECS) / Point of Sale (POS)

(317) 298-1200 ext 1770

cash-register@cbp.dhs.gov

Reasons to contact:

- Access Issues (terminal, users, PIV, EMS)
- Cash register hardware or software issues
- Cash register credit card transaction errors

For any collection deposits that result in a **SHORTAGE** or an **OVERAGE**, contact DEPOSITSHORTAGES@cbp.dhs.gov.

Serially Numbered Forms (SNF)

serialforms@cbp.dhs.gov

Reasons to contact:

- CBP Form 368: voids, adjustments, and pad requests
- Forms Control Officer/601 Coordinator Designations
- ACS Adjustment Requests (368/MCR)
- SNF Report requests, generation, and/or reconciling

Shortages and Overages

(317) 298-1200 ext 1770

depositshortages@cbp.dhs.gov

Reasons to contact:

- Cash register related overages
- Handles ALL CBP SHORTAGES

Extract Reports

Master File & Liquidation Extract Reports

extractreports@cbp.dhs.gov

Reasons to contact:

- Questions on how to request a Master File or Liquidation Extract Report
- To obtain a Master File or Liquidation Extract Report

Freedom of Information Act (FOIA)

Freedom of Information Act (FOIA)

(317) 614-4572

cbpfoiapublicliaison@cbp.dhs.gov

Reasons to contact:

- Questions regarding FOIA request status, filing a request, amending a request, or payment for requests

FOIA-INDY@cpb.dhs.gov

Reasons to contact:

- Status of FOIA case assigned to CBP Revenue Division

For more information related to the FOIA process, please refer to:

<https://www.cbp.gov/site-policy-notice/foia>.

Indy Based Non-Revenue Division Helpdesks

Fines, Penalties & Forfeitures (FP&F)

(317) 381-5465

fpfindyunit@cbp.dhs.gov

Reasons to contact:

- Port 4111 questions or inquires
- Liquidated damages, penalties, or seizures issued by Port 4111 (Indianapolis)

Indianapolis Port Office (Airport)

(317) 248-4060

Reasons to contact:

- Port of Entry (4110) questions or inquires

National Distribution Center

(317) 290-3149

Reasons to contact:

- Ordering CBP forms, publications, generic stationery, brochures, archive boxes, and pamphlets

NFC Travel Helpdesk

(317) 614-4740

nfctravelhelpdesk@cbp.dhs.gov

Reasons to contact:

- Travel policy questions, travel authorizations/vouchers, profile issues, password resets, or vendor requests
- Travel system assistance and troubleshooting

Payroll

(317) 298-1305

nfc-payroll-helpdesk@cbp.dhs.gov

Reasons to contact:

- Wage garnishments, employment Verification, salary payments, or support payment
- Military Service Deposits, timekeeping, foreign allowances, and salary debts/collections

RevMod Service Desk

1-800-366-8732 ext 4670

RevModServiceDesk@cbp.dhs.gov

Provides program, technical, and functional support to both internal and external customers of Revenue Modernization projects, including:

- Point of Sale (POS), Mobile Collection and Receipt (MCR), Smart Safe, and Electronic Payment Option (ePO)

SAP Service Desk

1-800-927-8729 ext 0727

sapservicedesk@cbp.dhs.gov

Reasons to contact:

- SAP SAP and BW access including role requests and general end user support



U.S. Customs and Border Protection

REVENUE DIVISION INDIANAPOLIS (317) 298-1200

HELPPDESK DIRECTORY

Trade Payments

Airline and Vessel Passenger User Fees

Phone: (317) 381-5400

Fax: (317) 715-9407

CUFIUFhelp@cbp.dhs.gov

Automated Clearinghouse (ACH)

Phone: (317) 298-1200 ext. 1098

ACH-Customs@cbp.dhs.gov

Harbor Maintenance Fees (HMF)

Phone: (317) 614-4936

hmf@cbp.dhs.gov

Pay.gov

Phone: (317) 614-4964

cbppaygov@cbp.dhs.gov

Periodic Monthly Statement (PMS)

periodicstatement@cbp.dhs.gov

Trade Collections

Debt Collection

Phone: (317) 614-4811

billinginquiry@cbp.dhs.gov

Debit Vouchers

Phone: (317) 381-5437

debitvoucherteam2@cbp.dhs.gov

Reimbursable and Miscellaneous Bills

Phone: (317) 614-4520

reimbsvcs@cbp.dhs.gov

Sanctions

Phone: (317) 614-4481

billinginquiry@cbp.dhs.gov

Treasury Offset

Phone: (317) 298-1392

cbptreasuryoffsetprogram@cbp.dhs.gov

Traveler Payments

Credit Cards

Phone: (317) 614-4887

rdcreditcards@cbp.dhs.gov

Decals and Transponders (DTOPS)

Phone: (317) 298-1245

Fax: (317) 290-3219

decals@cbp.dhs.gov

REVENUE Trusted Traveler Programs (TTP)

Phone: (317) 715-6776 option 1

ttpbilling@cbp.dhs.gov

Refunds

Automated Clearinghouse (ACH) Refunds

Phone: (317) 298-1200 ext 1178

gmb.achrefundsupport@cbp.dhs.gov

Credit Cards

Phone: (317) 614-4887

rdcreditcards@cbp.dhs.gov

Decals and Transponders (DTOPS)

Phone: (317) 298-1245

Fax: (317) 290-3219

decals@cbp.dhs.gov

Harbor Maintenance Fees (HMF)

Phone: (317) 614-4936

hmf@cbp.dhs.gov



U.S. Customs and Border Protection

REVENUE DIVISION INDIANAPOLIS

(317) 298-1200

HELPSK DESK DIRECTORY

Refunds and Replacement Checks

Phone: (317) 298-1200 ext 4015

Fax: (317) 298-1071

revenuerefunds@cbp.dhs.gov

REVENUE Trusted Traveler Programs (TTP)

Phone: (317) 715-6778 option 2

ttpbilling@cbp.dhs.gov

Taxes

1099 Tax Form Reporting

Phone: (317) 614-4872

Continued Dumping and Subsidy Act of 2000 (CDSOA)

Phone: (317) 614-4462

cdsoa@cbp.dhs.gov

Deferred Tax

deferredtax-indy@cbp.dhs.gov

Bonds

Bond Inquiries

Phone: (317) 614-4880

bondquestions@cbp.dhs.gov

Rejects and Importer Record IRS Frozen/ Voided

Phone: (317) 614-4880

bondquestions@cbp.dhs.gov

Support for Port Collections, Deposits, and Adjustments

Budget Clearing Account (BCA)

bcahelpdesk@cbp.dhs.gov

Collection and Deposit

Phone: (317) 298-1309

revenuecollectiondeposit@cbp.dhs.gov

Credit Cards

Phone: (317) 614-4887

rdcreditcards@cbp.dhs.gov

Electronic Collection System (ECS) Point of Sale (POS)

Phone: (317) 298-1200 ext 1770

cash-register@cbp.dhs.gov

Serially Numbered Forms (SNF)

serialforms@cbp.dhs.gov

Shortages and Overages

Phone: (317) 298-1200 ext 1770

depositshortages@cbp.dhs.gov

Extract Reports

Master File and Liquidation Extract Reports

extractreports@cbp.dhs.gov



U.S. Customs and Border Protection

**REVENUE DIVISION
INDIANAPOLIS**
(317) 298-1200

Freedom of Information Act (FOIA)

Freedom of Information Act (FOIA)

Phone: (317) 614-4572

FOIA-INDY@cbp.dhs.gov

Indy Based Non-Revenue Division Helpdesks

Fines, Penalties & Forfeitures (FP&F)

Phone: (317) 381-5465

fpfindyunit@cbp.dhs.gov

Indianapolis Port Office (Airport)

Phone: (317) 248-4060

National Distribution Center

Phone: (317) 290-3149

NFC Travel Helpdesk

Phone: (317) 614-4740

nfctravelhelpdesk@cbp.dhs.gov

Payroll

Phone: (317) 298-1305

nfc-payroll-helpdesk@cbp.dhs.gov

RevMod Service Desk

Phone: 1-800-366-8732 ext 4670

RevModServiceDesk@cbp.dhs.gov

SAP Service Desk

Phone: 1-800-927-8729 ext 0727

sapservicedesk@cbp.dhs.gov