eCBP Broker Permit Annual User Fee Submission: *National Permit Holders* Quick Reference Guide

Background: The following are common tasks that Broker permit holders need to perform in eCBP.
Please refer questions regarding this process to the Rev Mod Service Desk | email revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext 4670

Accessing eCBP

Visit eCBP Home page: https://e.cbp.dhs.gov

Completing a Broker Permit Annual User Fee submission

1. On the eCBP Home page, select **Brokers** [Brokers].

2. On the Brokers Home page, select **Permit User Fee**. [Permit User Fee]

3. Read and acknowledge Security and Privacy act notifications.

   a. Security notification ☑ I have read and acknowledge the security statement.

   b. DHS Privacy Act ☑ I have read and acknowledge the privacy statement.

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

5. On the Login.gov screen, enter email, password, and select **Sign In** [Sign In] and follow the one-time code instructions.

   a. For first-time users, or if you have forgotten your password, refer to the eCBP Broker TSR Quick Reference Guide "How to Log In". (https://www.cbp.gov/trade/eCBP)

6. On the Brokers Home page, select **Permit User Fee**. [Permit User Fee]

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 associated national permit is eligible for payment, the screen will populate the **License Name, Filer Code** and **Permit Number**. Proceed to step 10.

Permit User Fee Payment - 2023		
License Name	Filer Code	Permit Number
Praneil Org 1	E8J	2020-0010

   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. **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.

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

Close

   c. **License does not match login credentials**; another login.gov identity has already begun filing an Annual Permit User Fee for this license number/date of issuance combination. Make sure an alternative login.gov identity was not previously used to access this license.

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: revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Close

   d. If the filer code does not match the code associated with the current permit, please contact the Broker Management Branch. (brokermanagement@cbp.dhs.gov)

   e. If the **License Number and Issue Date** are a valid combination, but **associated** with a:

      i. **license number** whose status is **other than**:

         1. active, inactive, suspended or voluntarily suspended.

      ii. **permit number** whose status is **other than**:

         1. active, suspended or voluntarily suspended.

The system will determine that the user fee payment process is not eligible to continue. A terminal user message will appear, and the user will be prompted to 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.

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

    f. Contact information for Broker Management Officers and their respective processing Center can be found in a pull down list on https://www.cbp.gov/trade/programs-administration/customs-brokers. Look for this section close to the bottom of the page

Broker Management Officer (BMO) Contact Information   —

BMO Contacts

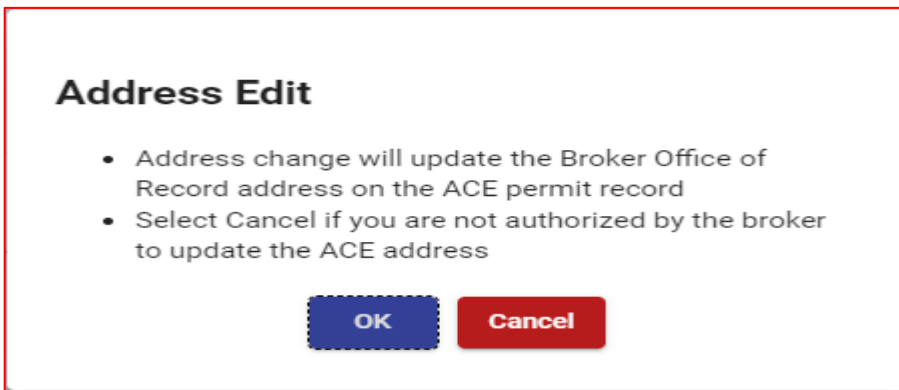| Port Code	Port Name	Broker Management Officer	BMO Phone Number	BMO Email	Mailing Address	Assistant Center Director
			Agriculture and Prepared Products Center			
0101	Portland, ME	John Dobbs	(207) 771-3607	john.l.dobbs@cbp.dhs.gov	155 Gannett Drive, South Portland, ME 04106	Israel Adame
2604	Nogales, AZ	Leticia Estrada	(520) 397-2067	leticia.m.estrada@cbp.dhs.gov	200 N Mariposa Road, Nogales, AZ 85621	Dave Shaw
3304	Great Falls, MT	Leticia Estrada	(520) 397-2067	leticia.m.estrada@cbp.dhs.gov	200 N Mariposa Road, Nogales, AZ 85621	Gary Melofchik
			Apparel, Footwear and Textiles			
1401	Norfolk, VA	Irma Lopez	(757) 533-4244	irma.l.lopez@cbp.dhs.gov	101 E Main Street, Norfolk, VA 23510	Mitchel Landau
1601	Charleston, SC	Nina Scierka	(843) 577-6525	nina.scierka@cbp.dhs.gov	200 E Bay Street, Charleston, SC 29401	Mitchel Landau

    g. If assistance is needed with the eCBP website**, email revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext 4670.**

10.Name and Email for Receipt screen, upon entering valid license information enter the first and last name of the individual who will receive the paid receipt and their email address. Confirm Email address, confirmation must be retyped; the system will not allow copy/paste. The receipt name and email fields are not linked to the ACE Mod Portal database.

11. On the **Permit Office of Record Address screen**, verify the supplied address as correct or select the edit button to update the address fields.

a. If the Permit Office of Record Address needs to be updated, a message box will appear to warn the user that by editing the address, such edits will update the corresponding address in the ACE Portal Modernized database. To proceed the user needs to verify that they are authorized to make such address updates.

Address Edit

- Address change will update the Broker Office of Record address on the ACE permit record
- Select Cancel if you are not authorized by the broker to update the ACE address

[OK]   [Cancel]

Press OK [OK] and proceed with making the address update and press Save. [Save]

From this screen, only the Permit Office of Record is updated in ACE, the Business Email does not update in ACE.

b. Likewise, select the Business Email edit button and update the email address if necessary. Confirm Email address, confirmation must be retyped, and press Save [Save].

c. Proceed to the e-Sign & Pay area to complete the renewal of the permit annual user fee.

12. e-Sign & Pay

a. On the bottom of the Permit Office of Record Address screen, type your first and last name as an e-signature in the box highlighted in yellow. [Type in your name here]
This signature signifies that you are authorized to submit the annual user fee payment and update the ACE Office of Record address as or on behalf of the permitted broker.

b. Select **e-Sign & Pay**. [e-Sign & Pay] Note that the fee payable is listed next to the e-Sign & Pay button.
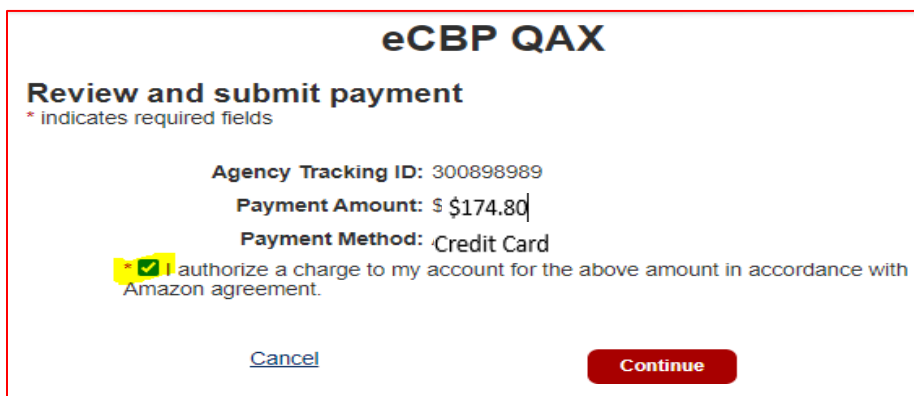
c. **Select payment method**, follow instructions for the method chosen.

Pay.gov

I want to pay with a debit or credit card   VISA [cards]

Cancel   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 **VISA** MasterCard AMEX DISCOVER JCB UnionPay ① option.
- In the pop-up window, select **OK** OK .

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

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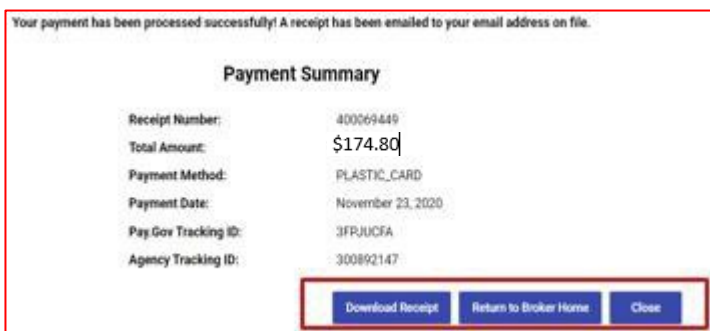

Press continue. Continue

2. **Payment Summary completes the payment process.**

3. If the payment process is interrupted prior to seeing the payment summary, the charge will not go through. The user should sign back on to eCBP Brokers/Permit User Fee, the user's inputs should be available, and the user should proceed to e-sign and pay to complete the payment process.

4. Follow the process below to retrieve/download copies of payment receipt. (see "Retrieving a Sole Proprietor/Organization Permit User Fee Receipt" below)

Retrieving a Sole Proprietor/Organization Permit User Fee Receipt

1. On the eCBP Home page, select **Brokers** | Brokers |.

2. On the Brokers Home page, select **Login** | Login |.

3. Read and acknowledge Security and Privacy act notifications.

   a. Security notification ☑ I have read and acknowledge the security statement.

   b. DHS Privacy Act ☑ I have read and acknowledge the privacy statement.

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

5. On the Login.gov screen, enter email, password, and select **Sign In** and follow the one-time code instructions.

6. Select **Permit User Fee**. | Permit User Fee |

7. Select either **Sole Proprietor Permit User fee** or **Organization Permit User fee Receipts**.

 | Sole Proprietor Permit User Fee Receipts | | Organization Permit User Fee Receipts |

8. Provide the **Sole Proprietor** or **Organization permit holder's** broker license number and issue date, then select the **Retrieve** button. | Retrieve |

9. Select the desired completed **Permit User Fee Receipt**

   eCBP Home

   Brokers   ^

      License Exam

      Permit User Fee

      Triennial Status Report

   Organization Payment History

   2023

   • Permit User Fee Receipt 400134623 2023/10/13

A .pdf version of the receipt will be automatically downloaded to your desktop download file.

# Viewing the Help Menu

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

2. Select **Help** Help (upper right-hand corner of the screen).

3. The **Customs Broker – Help** Customs Broker - Help Information is displayed.

Viewing the FAQs

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

2. On the Customs Broker - FAQs, expand **General Information or Permit User Fee**.

3. In the General Information section, expand the "**What if I need assistance logging in or with the web page functioning?"** Question.
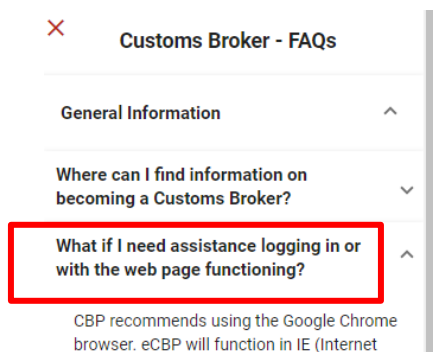
4. From the Customs Broker – FAQs tab, select the Permit User Fee tab. Review the various topics and their solutions.