

Pay.gov Instructions – Application for Customs Broker License Exam

Access to Pay.gov has been fully tested using Internet Explorer version 6.0 and above at a screen resolution of 1024 x 768. **Microsoft Internet Explorer 6 and higher, run natively in Windows, is currently the only web browser officially supported for use on this site.**

Other operating systems or browsers may be used to access Pay.gov, but such use is untested and unsupported at this time. For accessibility purposes, Pay.gov has been designed to function best when using the latest version of the JAWS for Windows screen reader in conjunction with Internet Explorer 6.0 and higher. Should you be experiencing difficulties registering for the Customs broker license exam with a non-Internet Explorer browser, please try registering again with an Internet Explorer browser before contacting the help desk.

While navigating through the form, please avoid using the “Enter” key and the browser’s “Back” button. Using these keys could result in incomplete data being transmitted, pages being loaded incorrectly, and/or the user being logged out of the form. Please use the form’s navigation buttons wherever possible.

The Application for Customs Broker License Exam allows for payment of up to three Customs Broker License Exam Applications per submission. Only credit card payments, which include store bought cards with security codes, will be accepted. When entering information in the fields, please use the mouse or the “Tab” key. Pressing the “Enter” key prompts Pay.gov to perform edits on the form which may slow data entry.

Please complete boxes 1 through 12. If “Same as above” is selected in box 2, the address information will pre-fill based on what you entered in box 1. In box 3, select the location you wish to take the exam. Note that while the selections show port codes, the exam will likely not be held at the physical port itself, but rather in the general vicinity. For example, the exam location for “1001 New York” may be held in Midtown Manhattan, New York City and not John F. Kennedy International Airport. In box 4, one or more of the documents listed **MUST** be presented to verify citizenship and identity. Please note: if Driver’s License is selected, another form of ID is required for verification,

Please read the statement in box 13 before submitting the application form. When you enter your name, the signature will pre fill with what you type and the date will default to the current date. You may add up to 2 additional applicants to each transaction by selecting “Add Applicants,” choose the number of additional applicants from the drop down box, proceed with the additional applications and select “Return.” There is no limit to the number of transactions submitted per day.

To view and/or print a completed form, select “View PDF” while in the form. Once the form has been completed, select “Continue.”

If no error messages display, the “Online Payment Step 1: Enter Payment Information” screen will display. Enter the account holder name, billing address, card type, card number, security code and expiration date. Next, select “Continue with Plastic Card Payment.” At the “Step 2 Authorize Payment” screen, verify your address, account and payment information then enter

an email address in order to have a confirmation email sent to you upon completion of this transaction and to receive further exam-related notices. Finally, check the box to authorize a charge to your card account and press "Submit Payment" only once. Pressing this button more than once could result in multiple transactions being deducted from your account. The "Online Payment" "Step 3: Confirm Payment" screen displays the tracking information for the payment. Please print a copy of this screen for your records. A confirmation email will be sent to the email address that you have provided.

Any applicant who files an application and subsequently wishes to withdraw from the exam must submit a written notice of withdrawal, such as through letter, email or fax, to the CBP service port noted in field 3 of the application. Withdrawal notices must be received by the appropriate service port (your selected "field 3" port) no later than 4:59 PM local time two business days before the scheduled exam. For purposes of this announcement, "local time" means the time zone in which the service port noted on the application is located. Should you have any questions about the exact withdrawal date, please refer to the exam announcement notice posted at <http://www.cbp.gov>. Any withdrawal request submitted to locations other than the service port noted on your application, such as directly to CBP headquarters or to OPM, does not satisfy withdrawal requirements and accordingly will not be granted. Applicants withdrawing from the exam should include in their withdrawal request the payment tracking number and tracking ID, both of which can be found on the "Step 3: Confirm Payment" screen, or in the registration confirmation email sent to all applicants upon registering for the exam. Refunds for timely examination withdrawals will generally be processed within 60 days after the scheduled exam is scored.

Exam locations and times will be emailed to applicants approximately two weeks prior to the examination. If you do not receive notice within the week prior to the exam, and you have verified that the email has not been routed to your junk mail folder, please contact Tessa Kofler from Office of Personnel Management by phone, at 202-422-5342, or by email, at eo.Kofler@opm.gov.

If you need assistance in completing any of the fields on the form, or are receiving errors that you cannot correct, please contact the CBP Pay.gov Help Desk by phone, at 317-614-4964, or by email at cbppaygov@cbp.dhs.gov (Monday through Friday between the hours of 7 AM and 4 PM EST). If you have any questions related to the Customs Broker License Exam, please call Heather Sykes by phone, at 202-863-6099, or by email, at Heather.Sykes@cbp.dhs.gov.