

**Commercial Customs Operations Advisory Committee
Next Generation Facilitation Subcommittee
Broker Modernization Group
Recommendations**

June 2024



Commercial Customs Operations Advisory Committee (COAC)
Next Generation Facilitation Subcommittee
Broker Modernization Working Group
Recommendations

1. COAC recommends that CBP utilize industry experts, including industrial-organizational psychologists and trade industry specialists, to provide input for the development of questions in the Customs Broker License Examination (CBLE).
2. COAC recommends that CBP provide a statistically valid and reliable exam. This exam should maintain a consistent level of difficulty across administrations, accurately assessing the requisite knowledge necessary for individuals to become licensed customs brokers.
3. COAC recommends that CBP offer and administer the CBLE more frequently, with a minimum quarterly cadence.
4. COAC recommends that CBP investigate the practicality of providing flexible on-demand scheduling and test taking for CBLE candidates.
5. COAC recommends that CBP provide a modern and functional exam platform for all CBLE candidates (remote and in-person). The test taking experience should be consistently reliable and absent from technological failures.
6. COAC recommends that CBP reduce reliance on paper-based reference materials. Instead, CBP should transition to fully functional electronic references for remote and in-person exams. The transition must be achieved through incremental steps to ensure successful implementation.
7. COAC recommends that CBP eliminate the need for the current appeals process by improving the quality of the exam before administration. Interim steps, which help streamline the appeals process in the short term, should also be immediately considered.