

WILLIAMS, SHADE

From: WILLIAMS, SHADE
Sent: Thursday, October 1, 2026 2:36 PM
To: WILLIAMS, SHADE
Subject: FW: OMB Control Number 1651-0149, U.S. Customs and Border Protection (CBP), Department of Homeland Security

-----Original Message-----

From: Ann Marie Szabo <purchasing@mmasilver.com>
Sent: Monday, July 13, 2026 7:13 PM
To: CBP_PRA <CBP_PRA@cbp.dhs.gov>
Subject: OMB Control Number 1651-0149, U.S. Customs and Border Protection (CBP), Department of Homeland Security

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Hello,

This is regarding the July 8, 2026 Federal Register notice seeking comments on the IEEPA refund process.

I have yet to see a penny from any of the carriers (FedEx, UPS, DHL) that paid CBP the tax on my behalf then billed me. Because of the way they designated who could apply for the refunds being only the entity who paid CBP, many of us small businesses are at the mercy of these carriers to file refunds and pay us and I can tell you it's not going well so far. I hope you will create a system that will allow businesses to apply for refunds themselves on shipments the carriers have not applied for so we can recover ALL of our money.

I was 100% ready to upload everything to CAPE/ACE just to not be able to. I probably would have received my refunds by now if I was able, instead I'll be waiting who knows how long to get my money back.

- UPS - I have 14 shipments with IEEPA tariffs - UPS says I only have 4, so 10 shipments with thousands in taxes unlawfully charged they are not even going to file for refunds on. I need to be able to file these myself so I hope you are going to make some accommodations for businesses to do that.
- FedEx - I have 74 shipments with IEEPA tariffs - they have received funds for 19 shipments; I have received zero refunds from them to date. Some refunds day back to May 15th. I have no idea on how/when they plan to refund me.
- DHL - who knows what will happen. And they are charging fees to file! Costing importers money.

In addition, I am very bothered by the fact that all you are refunding are the tariffs. Are you not aware that many other costs and fees were inflated on these invoices due to the higher tariffs being charged? Costs that WOULD NOT have been incurred had we not been unlawfully charged these tariffs.

- 1.) Disbursement fees - based on total tax charged
- 2.) Merchandise Processing Fees - based on total tax charged

3.) Line Entry Fees - most carriers only allow 2 line entry fees for free and anything above that there's an additional charge so on some where there are 4 different rates of tax, if you have multiple commodity codes X 4 rates of tax you get charged for every extra line.

Because you are not doing full refunds on these fees, I will be out nearly \$2000 in these added costs. Money that the government should not have charged me but is going to keep and I imagine they are going to be skimming a large chunk of money off importers in just those fees. That is not right. As a very small business this is money I need.

This entire process would have been easier if you would have allowed the importer to handle these things themselves. Granted the CAPE and ACE portals were a bit of a pain to navigate, fortunately for me I have a continuous bond on file so all I had to do was set up the CAPE and ACH info but my guess is most business owners were smart enough to navigate the system.

The fact we will not get all our money back that we should get is incredibly disappointing.

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