

WILLIAMS, SHADE

From: WILLIAMS, SHADE
Sent: Thursday, October 1, 2026 2:45 PM
To: WILLIAMS, SHADE
Subject: FW: OMB Control Number 1651-0149, U.S. Customs and Border Protection (CBP), Department of Homeland Security."

From: Endless Pens LLC <contact@endlesspens.com>
Sent: Monday, July 20, 2026 5:29 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."

You don't often get email from contact@endlesspens.com. [Learn why this is important](#)

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the "Report Phishing" button option. If on a mobile device, please utilize the "Report Phishing" button or "Forward as Attachment" to CBPSOC@cbp.dhs.gov.

To Whom It May Concern

Thank you for the opportunity to provide comments regarding the IEEPA duty refund process through ACE/CAPE.

As a small business importer, I appreciate CBP's efforts to establish a process for requesting these refunds. However, I found the process to be extremely confusing, time-consuming, and unnecessarily burdensome.

Although I was ultimately able to submit my claims, it required many hours of research and trial and error to understand the requirements. The guidance currently available does not provide enough practical information for importers to confidently determine which entries qualify or how the process works from start to finish.

Some of the challenges I experienced include:

- It is very difficult to determine which entries are actually eligible. Understanding the relationship between entry dates, liquidation dates, the 80-day limitation, and qualifying tariff codes required significant independent research.
- There is no easy way to identify the qualifying IEEPA tariff amounts associated with each entry.
- After a claim is submitted, CAPE only indicates that the claim was "Accepted" and provides a success count. It does not display the estimated refund amount, the tariff amounts being refunded, or any meaningful explanation of what has been approved.
- I have successfully submitted two CAPE claims, both of which were accepted without errors, yet I have still received no information regarding whether the refunds have been approved, the amount expected, or when payment will be issued.

- There appears to be no dedicated point of contact for importers with questions about CAPE claims or refund status. When navigating a brand-new process involving significant sums of money, the lack of support is frustrating.
- The process requires importers to manually identify eligible entries and prepare submissions even though CBP already possesses all of the underlying entry and duty information.

I believe the process could be greatly improved by:

- Displaying the estimated refund amount immediately after a claim is accepted.
- Showing which tariff lines and amounts are included in each claim.
- Providing clear status updates as claims move through the review and payment process.
- Publishing expected processing timelines so importers know what to expect.
- Providing a dedicated CAPE support contact or help desk for questions.
- Automatically identifying eligible entries and issuing refunds whenever possible, eliminating the need for importers to manually prepare claims using information that CBP already has.

As a small business owner, my time is best spent operating my business—not trying to interpret complex customs data and determine eligibility for refunds. A more transparent and automated process would significantly reduce the burden on importers while improving confidence in the refund program.

Thank you for considering these comments and for your continued efforts to improve the process.

Keval Kantaria

C.E.O

813-550-5501

www.endlesspens.com

At EndlessPens, it is our goal to provide you with world-class service every single time.