

## HOW TO PURCHASE CUSTOMS BROKERAGE SERVICES

NO TWO CUSTOMS BROKERS ARE ALIKE. IF YOU'RE EVALUATING BROKERAGE SERVICES FOR THE FIRST TIME OR EXPLORING A CHANGE IN PROVIDER, HERE ARE SOME QUESTIONS YOU NEED TO ASK.

### CHECKLIST

1. What is the size and structure of the support team?
  - Are personnel available in the field and from a central location (i.e. call center)?
  - How will they reduce your workload and make it easier to conduct your customs business?
2. What reporting options (including online) are offered?
  - For shipment tracking and history, invoicing, etc.
3. How will the broker meet your responsibilities and minimize your exposure to The Administrative Monetary Penalty System (AMPS) in Canada and the Customs Modernization Act (MOD Act) in the U.S.?
4. How will the broker communicate electronically: with you, your vendors, carriers, the CBSA (Canada Border Services Agency), CBP (U.S. Customs and Border Protection) and other government departments?
5. What are the broker's procedures for:
  - Release of information/notification?
  - Accounting?
  - Security?
6. What is the broker's fee structure?
  - How do they define and charge for any "consulting" work that may be required?
  - What are your billing options?
  - Are there minimum or maximum fees?
7. How will the broker resolve any errors in calculating the amount owed to the CBSA or CBP?
  - What are your recovery procedures?
  - What are your obligations?
8. How will the broker contribute to your bottom line?
9. How will the broker guarantee their work?
10. What professional and value added services does the broker provide?
  - News bulletins and information to keep you current and to help you proactively address issues
  - One-on-one consultations or counsel
  - Customs representation to government
  - Training (in house or customized for your company)

Willson International can help your organization increase productivity and lower expenses. As a full-service cross-border brokerage and logistics services supplier, we assign a dedicated team to learn your business needs, identify cost savings, enhance efficiencies, ensure compliance, and pro-actively alert your team to important customs and transportation trends.

**Excellence in Execution**