

Setting expectations: Working with a customs broker

How to keep your customs broker (and your CFO) happy

AFS Global Solutions LLC, a subsidiary of AFS Logistics and licensed freight forwarder, facilitates the import and export of goods. Part of our job is to ensure you comply with the laws and regulations of U.S. Customs and Border Protection (CBP). As trade policies and tariffs continue to evolve, fresh eyes are on trade and compliance, including many shippers who are not familiar with the legal and practical constraints on what customs brokers can do for them.

A U.S. Customs Broker is licensed by U.S. CBP to conduct customs business on behalf of importers. Brokers are held to strict standards of compliance, accuracy and fiduciary responsibility. However, brokers cannot assist until they have proper legal authorization from the importer.

WHAT THE AFS TEAM CAN DO:

- ✓ **Provide guidance**
Offer accurate and up-to-date guidance on documentation and compliance
- ✓ **Classify product**
Assess product classifications to ensure importer is paying correct duties and fees
- ✓ **Submit paperwork to customs**
Facilitate import and export of goods and work with customs broker partner on behalf of importer once Power of Attorney is executed
- ✓ **Explain duty costs**
Help importer understand duty obligations, within the scope of the law

WHAT THE AFS TEAM CANNOT DO:

- ✗ **Make declarations without verification**
Proper documentation and importer certification is required to confirm eligibility for United States-Mexico-Canada Agreement (USMCA) or any other trade agreement, duty exemption or preferential treatment
- ✗ **Guarantee lower duties or more favorable tariffs**
Tariff rates are set by government schedules, NOT by brokers or forwarders
- ✗ **Provide legal or tax advice**
- ✗ **Act without a Power of Attorney**
- ✗ **Make promises without a full review**
Classification and compliance requires a full collaborative review

Our promise is to support importers with precision, integrity and unwavering commitment to compliance – because doing it right is the only way we do it.