



Customs Broker Selection Checklist for Supply Chain

Broker Credentials & Licensing

Verify licenses, certifications, and regulatory compliance.

Licensed Customs Broker?

☐ Yes

☐ No

Broker's License Number

Write something...

License Issue Date

Enter date...

License Expiration Date

Enter date...

Registered with CBP?

☐ Yes

☐ No

CBP Registration Number

Write something...

Service Offerings & Expertise

Assess the range of services provided and their specific industry experience.

Specific Customs Procedures Expertise (e.g., Drawback, FTZ)

- ☐ Drawback
- ☐ Foreign Trade Zones (FTZ)
- ☐ Bonded Warehousing
- ☐ Temporary Import Bond (TIB)
- ☐ Others (Specify)

Industry Specialization (e.g., Automotive, Electronics)

- ☐ Automotive
- ☐ Electronics
- ☐ Pharmaceuticals
- ☐ Food & Beverage
- ☐ Textiles
- ☐ General Merchandise

Years of Experience in Customs Brokerage

Enter a number...

Experience with Specific Harmonized System (HS) Codes

- ☐ Yes, extensive experience
- ☐ Yes, some experience
- ☐ No experience

Describe any specialized services offered (e.g., Free Trade Agreement (FTA) consulting)

Write something...

Technology & Communication

Evaluate their technology platforms, data security protocols, and communication methods.

Communication Method Preference

- ☐ Email
- ☐ Phone
- ☐ Portal
- ☐ Secure Messaging

Response Time (Hours)

Enter a number...

Data Security Compliance Standards

- ☐ ISO 27001
- ☐ SOC 2
- ☐ Other (Specify)


Describe Data Encryption Methods

Write something...

EDI Capabilities

- ☐ Yes
- ☐ No
- ☐ Limited

Security Policy Document (Optional)

 Upload File

Compliance & Risk Management

Review their compliance programs, risk mitigation strategies, and audit history.

Compliance Program Documentation Available?

- ☐ Yes
- ☐ No
- ☐ Partial

Number of Regulatory Audits Performed Annually

Enter a number...

Last Compliance Audit Date

Enter date...

Summary of Findings from Last Audit

Write something...


Do they have a Written Risk Assessment Methodology?

- ☐ Yes
- ☐ No
- ☐ Not Sure

Which Risk Management Frameworks do they utilize?

- ☐ COSO
- ☐ ISO 31000
- ☐ NIST
- ☐ Other

Upload Proof of Broker Surety Bond

 Upload File

Pricing & Contract Terms

Analyze pricing structure, payment terms, and contractual obligations.

Hourly Brokerage Rate

Enter a number...

Fixed Fee per Entry

Enter a number...

Additional Fees (e.g., Document Review)

Enter a number...

Payment Terms (Net 30, Net 60, etc.)

- ☐ Net 30
- ☐ Net 60
- ☐ Net 90
- ☐ Other

Description of Any Volume Discounts Offered

Write something...

Liability Coverage per Shipment

- ☐ \$10,000
- ☐ \$25,000
- ☐ \$50,000
- ☐ Other

Contract Renewal Terms & Conditions

Write something...

References & Reputation

Check client references and online reviews to gauge overall satisfaction.

Reference Contact Name

Write something...

Reference Company Name

Write something...

Reference Contact Title

Write something...

Reference Contact Email

Write something...

Reference Contact Phone

Write something...

Rating (1-5)

Enter a number...

Summary of Experience/Feedback

Write something...

Disaster Recovery & Business Continuity

Understand their plans for handling disruptions and ensuring continuity of service.

Does the broker have a documented Disaster Recovery Plan?

- ☐ Yes
- ☐ No
- ☐ Unsure

What is the Recovery Time Objective (RTO) stated in their plan?

- ☐ < 4 Hours
- ☐ 4-8 Hours
- ☐ 8-24 Hours
- ☐ 24+ Hours
- ☐ Not Specified

Does the broker have a backup office location?

- ☐ Yes
- ☐ No
- ☐ Unsure

Estimated cost of implementing their DR/BC plan (USD)

Enter a number...

Date of last DR/BC plan review

Enter date...

Brief description of their data backup procedures.

Write something...

Geographic Coverage & Expertise

Determine if their geographic coverage aligns with your import/export locations and their expertise in relevant trade zones.

Countries of Import/Export

- ☐ United States
- ☐ Canada
- ☐ Mexico
- ☐ China
- ☐ Germany
- ☐ Japan
- ☐ Australia
- ☐ Brazil

Specialized Trade Zones Expertise

- ☐ NAFTA
- ☐ EU
- ☐ ASEAN
- ☐ USMCA
- ☐ None

Years of Experience in Target Regions (Years)

Enter a number...

List of Ports/Border Crossings Regularly Used

Write something...