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Because customs brokers leverage electronic communications both with clients and with Canada Border Services Agency and other government agencies that control the importation and exportation of goods, your customs broker does not need to have an actual office at the port of entry through which your goods enter or exit Canada.

Customs brokers are licensed by the Canada Border Services Agency. As such an importer must grant a customs broker authority to act on his behalf.

What to ask for

Here are some questions that you might wish to ask as you discuss your business concerns with customs brokers.

1. How long have you been in business?
2. How will you communicate with me about legislative or regulatory changes that impact my business?
3. How will you charge for your services? Will a single person be assigned to my account? Can I reach a live person 24/7/365?
4. Do you provide all the services that I will need to import or export my goods? Can you also handle my customs clearance into the US? Are you affiliated with any foreign customs brokers? Carriers? Freight Forwarders?
5. Are you a member of the Canadian Society of Customs Brokers? How many Certified Customs Specialists and Certified Trade Compliance Specialists do you have on staff? Will one of these individuals be handling my shipments?

Additional information you should provide to your customs broker

Details about the goods you import and export, including: who manufactures the goods, where the goods are manufactured, the end-use and/or user of the goods, and the value of the goods.

[Find a Customs Broker in Canada](#) to assist you with your next shipment.

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