

## Customer Set-Up Questionnaire

### GENERAL INFORMATION

1. Company Full Legal Name:

---

---

---

2. Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Main Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

3. Please Check:

Corporation

Limited Liability Company

Partnership or

Sole proprietorship.

4. If the Company is a corporation or limited liability Company, when did it incorporate? In what state?  
Please list the names of its officers and directors.

---

---

---

5. If the Company is a partnership, please list the names and home addresses, telephone and fax numbers of the general partners.

---

---

---

## ED Group & TFS Customs Brokers, Inc

---

6. If the Company is a sole proprietorship, what is the name and home address, telephone and fax number of the owner of the Company?

---

---

---

7. POA

Who will be signing the POA? \_\_\_\_\_

Position in the company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

8. What are the principal products in the product line?

---

9. Will we be receiving a master list of products and HTS numbers?

---

10. If so who will be supplying the master list and when:

---

11. Name of person who can approve new product HTS numbers:

---

12. Does the Company have binding rulings from U.S. Customs for any of its products? If so, please provide copies of all such rulings.

---

---

---

## ED Group & TFS Customs Brokers, Inc

---

13. How many marking notices has the Company received from Customs in the last five years? If so are they resolved ?.

---

---

---

14. How many times, if at all, in the last five years has Customs seized the Company's goods? Please provide copies of the notices, petitions and all other documents which reflect the specifics of each case and its final outcome.

---

---

---

15. How many times in the last five years has Customs imposed penalties on the Company? Please provide copies of the notices, petitions and all other documents which reflect the specifics of each case and its final outcome of any products that we might be handling.

---

---

---

16. In valuing its goods, does Company incur any of the following costs or services: [Please check only those which apply]

a. Buying or selling agents' commissions

b. Export packing costs not otherwise included in the cost of goods as invoiced

c. Royalties or licensing fees

d. Currency adjustments

e. Proceeds that it pays its suppliers but the cost is not included on the commercial invoice which is given to U.S. Customs at time of entry

f. Quota charges

g. Inspection fees

h. Quality control charges

## ED Group & TFS Customs Brokers, Inc

---

If any of these costs or services are incurred by the Company and not already included as part of the price shown on the commercial invoice(s) given to U.S. Customs at time of entry, please explain in detail the nature of the cost or service incurred and how the Company pays for it.

---

---

17. Does the Company provide anything to its suppliers to assist in the making of its goods? For example, patterns, dies, molds, tooling, design work, software, machinery, product specifications or samples. This list of examples is not intended to be all inclusive. If so, please explain in detail the nature of the assistance and how the Company is paid, if at all, by the supplier for it.

---

---

---

18. Does the Company have any protests pending with Customs? If so, and they apply to any of the product we will be handling please provide information of the issue(s) pending.

---

---

---

19. Does the Company have any cases pending regarding the import and/or export of its goods before the Court of International Trade, U.S. Court of Appeals for the Federal Circuit or the U.S. Supreme Court? If so, please provide examples of the issue(s) pending.

---

---

---

20. Who is the individual within the Company in charge of Customs issues? Please state his/her name, title and direct dial telephone number.

---

---

---

21. Is the Company currently paying duty to Customs through the Automated Clearing House (ACH) procedure? If not, are you familiar with ACH? If applicable, please advise why you are not using it.

---

---

---

22. How often does Customs inspect Company's goods in %?

---

---

---

## ED Group & TFS Customs Brokers, Inc

---

23.. Does Company import goods bearing its own trade name or logo. If so, please describe the trade name and/or logo or provide examples.

---

---

---

24. Does Company import goods which bear the trade name, logo, copyright, trademark and/or trade dress of a different Company. If so, please describe. Do you have written permission from the other Company to import goods bearing its mark(s)? If so, please provide copies of the pertinent approvals.

---

---

---

25. What records does the Company maintain (for example, entry summaries, invoices, statements, correspondence, purchase orders, inventory receiving records, proof of payment to supplier(s), letters of credit, currency adjustment payments, accounts receivable, accounts payable; not an all inclusive list) which support its import entries? Please also describe the Company's record retention policy and who should be contacted about record keeping.

---

---

---

26. What firm(s) do you use to truck your cargo and are they C-TPAT certified?

---

---

---

27. Do Company's products require any special license(s) in order to be exported ? If so, will Company handle the licensing formalities or will it expect us to do so? If you expect us to do so, please provide details about the license(s) involved.

---

---

---

28.. Does Company have any cargo security programs it generally employs for the shipment of its goods?

---

---

---

## ED Group & TFS Customs Brokers, Inc

---

29. Are any of suppliers related companies, If so please list.

---

---

---

30. Please list three business references

a. Company\_\_\_\_\_Contact\_\_\_\_\_

Address\_\_\_\_\_Phone\_\_\_\_\_

b. Company\_\_\_\_\_Contact\_\_\_\_\_

Address\_\_\_\_\_Phone\_\_\_\_\_

c. Company\_\_\_\_\_Contact\_\_\_\_\_

Address\_\_\_\_\_Phone\_\_\_\_\_

Please Note that as per C-TPAT requirement and a company policy we run credit checks, Business Reports and we do not accept cash or money orders as a method of payment.

