Demystifying customs for customers for more than 80 years.
If you’ve used the same customs broker forever, you’re probably quite content with your flip phone, too.

Today, customs brokerage isn’t a commodity. We didn’t get to be one of the world’s largest customs brokers overnight. We’ve been in the transportation and logistics business for more than 110 years, so we’re always on the front lines of customs brokerage. Today we share those capabilities with companies of all sizes that are looking to open new markets. **So, go ahead. Shake things up a little.**
80+ years customs brokerage experience

Full import & export brokerage services, whether UPS is the freight forwarder or not

1/3 of the Top 100 Fortune® 500 companies use UPS for customs brokerage

50,000+ small and mid-market companies do, too

1/3 of the Top 100 Fortune® 500 companies use UPS for customs brokerage

400+ brokerage offices in 40+ countries

Laser-like focus on compliance

Innovative technology & visibility tools
We don’t just follow the rules. We help make them. Today, we serve customers in every corner of the globe. The last thing we want is for any of them to worry about clearance surprises, service interruptions or unethical business practices. That’s why, wherever we do business, we help inform and lead trade policy, and support public affairs. It’s our goal to ensure that our customers’ and the trade community’s best interests are well represented. Additionally, we have continuous disaster recovery and contingency planning programs, and constantly invest in training our people. That ensures that we (and you) are always up-to-speed on the latest rules and regulations of global trade.
Customs Brokerage Services
- Customs clearance
- Standardized processing across multiple modes
- Global regulatory compliance
- Document imaging
- EDI solutions
- Export filing
- Import Security Filing (ISF)
- Partner Government Agencies (PGA) filing

Managed services
- Process management
- Product classification — Harmonized Tariff Schedule (HTS)
- Import/export license management
- Post-entry management
- FTA management
- Broker/forwarder management
- Data management
- Denied-party screening

Import/export technologies
- Flex® Global View and Quantum View®
- UPS® Customer Collaboration Tool
- UPS® TMS Interactive Portal
- UPS Entry Management System
- UPS BorderReady®
Global trade compliance starts with classification. Classification starts with STTAS. In 2017, UPS acquired Sandler & Travis Trade Advisory Services (STTAS), the world’s largest independent provider of global trade management services. STTAS’s 750 trade professionals help clients comply with the ever-changing and complex rules, regulations and laws covering international trade. Almost 70% of the company’s employees work outside the U.S., in cities like Shanghai, Bengaluru, Aberdeen, Warsaw, Mexico City, Buenos Aires and São Paulo. These locations complement existing UPS Trade Management Services operations in Hefei, Wrocław and Singapore.
Trade Compliance
We’re obsessive about accurate classification. That’s what determines how much you’ll pay in duties, as well as what international trade regulations and border requirements you’ll need to follow. Identifying the correct HS code can help you create duty-reducing strategies and capitalize on free-trade agreements.

Duty Drawback
Duty drawback in the U.S. isn’t easy. It requires extensive paperwork and patience. The good news is you don’t have to do it yourself. Our expert teams can do the work for you quickly and accurately. And, in many cases, you don’t pay us until you get your money back from the government.

Duty Optimization
There are hundreds of countries around the world, each with reams of rules about the duties they charge. We understand the complexity of navigating payments all over the globe and can help you avoid the expensive mistakes of paying too much or too little.

Consulting Services
No need to add staff or invest in training to manage global trade compliance. Let us handle a short-term project or create an all-encompassing long-term plan. We’ll focus exclusively on the minutiae of moving goods from one country to another. So you can focus on the bigger picture.
They say: “The job isn’t over until the paperwork is done.”
We say: “Who needs paper, anyway?”

The earlier customs clearance can begin, the faster your goods can get to market. And the faster you can get paid. With UPS Paperless® Invoice, you can file commercial invoices and NAFTA Certificates of Origin electronically, so expedited customs clearance begins the moment we pick up your shipments.

- Minimize the risk of paperwork lost in transit
- Get data to your customs broker earlier
- Receive alerts faster for issues that could cause delays
- Eliminate the need for multiple copies of documents
- Reduce paper and ink use; promote sustainability
- You can easily manage your paperless shipping lane preferences on a per-shipment basis, or by shipping lane, to gain even more flexibility

UPS Paperless Invoice works seamlessly with all current UPS shipping systems. No need for additional software. Any company, regardless of size or industry segment, can use UPS Paperless Invoice free of charge. Easy self-enrollment can get you operating more efficiently within 24 hours.
We speak fluent Customs.

When it comes to the complexities and nuances of getting your goods across new borders, you can try to wrangle all the trade rules, languages and currencies yourself. Or you can count on our team of dedicated customs experts and have one less thing to worry about.

Three easy ways to reach us:

TALK: With your local UPS sales representative
CALL: 1-888-253-2748
CLICK: Ask an Expert at ups.com/supplychain