



**Welcome to Livingston!**

Welcome to Livingston.

We are thrilled to welcome you to the Livingston family! As we move the former FPA Customs Brokers, Inc. (FPA) resources under the Livingston umbrella, we've put together this guide to help ease the transition and introduce you to some of the tools and resources available to you as a Livingston client.

We understand that running your business is your number one priority, which is why we strive to make your onboarding as seamless as possible. With this guide as a point of reference, you can familiarize yourself with Livingston's service model, resources, invoice, and other services offered that may be advantageous to your business. Our service structure is built around you and the way you do business, because we know how critical it is for you to get your goods across the border without costly delays.

As you move to the Livingston service model, you will notice a few small changes, including a new Livingston invoice with new billing codes and remittance information. Please note that your FPA invoices should now be paid to Livingston. This includes any unpaid invoices already received by you, and any work in progress that has already been initiated on FPA system for which you will receive an FPA invoice. The updated payment options contained in this reference guide apply to your FPA invoices and your new Livingston invoices. Please replace FPA as a vendor with Livingston in your accounts payable system at this time.

We're committed to providing continuity in the level of service you receive. Using standardized client service roles, defined processes, and cutting-edge tools and technology, we deliver fully personalized client service while leveraging our many worldwide resources. It's this dedication to service excellence that allows us to put the focus on you, so you can focus on your business.

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## About Livingston

Livingston is North America's number one company focused on customs brokerage and compliance. We also offer consulting and global trade management services, as well as international freight forwarding, across North America and around the globe.

We help our clients manage the complex and constantly evolving world of international trade by offering multiple business solutions and delivering them in a timely, seamless and cost-effective manner.

The following are our main service offerings:

**Customs brokerage** – Our experienced customs professionals, supported by a full suite of advanced technology solutions, are available to help you manage your imports and compliance processes every step of the way. We can help you improve your compliance with customs, reduce your risk, and improve your visibility into the customs process.

**Global trade management** – Our tailored services provide long-term management of all aspects of your global trade operations and compliance. We offer end-to-end customized solutions as well as components that address specific areas of global trade management.

**Trade consulting** – Our customs, regulatory and financial experts help companies implement compliance programs, meet audit requirements, recover duties and taxes and manage border security.

**International freight forwarding** – We arrange efficient transportation by air, ocean, rail, truck or intermodal, from point of origin through to final destination.

**Business process outsourcing** – We help you streamline your business by designing and delivering program management, information management and contact center services.

# U.S. customs brokerage invoice



## Invoice

Livingston International, Inc.

① 06/01/12  
 ② 123-456789  
 ⑤ 123456

③ Bill to:  
 ABC Company  
 123 First Street  
 Anytown, NY 12345  
 Attn: Mr. Smith

④ Please remit to:  
 150 PIERCE RD,  
 SUITE 500  
 ITASCA, IL 60143

⑥ Please direct enquiries to:  
 PATTY FENNIE - EXT 7092  
 ISC06@LIVINGSTONINTL.COM  
 630-766-0202

⑦ Reference No. INV12345678911 ⑧ Arrival Date 05/28/12 ⑨ Release Date 05/28/12 ⑩ Entry No. 300-1234567-1 ⑪ Entry Date 05/28/12 ⑫ Entered Value (USD) 22,000.00 ⑬ Shipment Value 22,000.00 USD  
 ⑭ Shipper/Exporter ABC COMPANY ⑮ Port of Entry 2704 LOS ANGEL ⑯ Port of Lading 57030 TANJIAJIN ⑰ Manifest Qty. & UOM 100 PCS ⑱ Gross Weight & UOM 123,500 KG  
 ⑲ Carrier FAST FREIGHT LTD ⑳ Carrier Control No. FFLU1234567890 ㉑ Bill of Lading/HWB No. 1234567890 ㉒ Master Bill No. 2345678901 ㉓ MoT 12 Vess ㉔ Date of Export 4/05/12

Transaction Detail						
⑫ Line No.	Consignee	Gross Wt. (kgs)	Rpt. Qty & UOM	Line Value	Entered Value (USD)	
Invoice/Order No.	C/O	Part. No.	Description	SPI	HTS	Duty Rate
0010		123,500	121,546 KG	22,000.00 (USD)	22000	
INV1234567	CN	ALUMINUM R	ALUMINUM WIRE	1234.12.1234	1.500000%	

⑫ Code	Description of Services	⑫ Amount
⑫ 605	⑫ DELIVERY ORDER	⑫ 35.00
700	US CUSTOMS ENTRY SERVICE	145.00
546	IMPORTER SECURITY FILING	50.00
500	US CUSTOMS DUTY	403.70
702	ADDITIONAL CI LINES	120.00
726	US FDA RELEASE	40.00

Invoice Due Date	Funds	Total Due
⑫ On Receipt	⑫ USD	⑫ 793.70

Message/Information:

⑫

If you are the importer of record, payment to the broker will not relieve you of liability for Customs charges (duties, taxes or other debts owed Customs). In the event the charges are not paid by the broker. Therefore, if you pay by check Customs charges may be paid with a separate check payable to "U.S. Customs Service" which shall be delivered to Customs by the broker. Importer must furnish missing documents within the period of time as required by Customs regulations to avoid Customs penalties.

**Invoice Original**  
 See reverse for terms & conditions

[www.livingstonintl.com](http://www.livingstonintl.com)

## U.S. customs brokerage invoice fields

Below is a description of the fields you'll find on your new Livingston U.S. brokerage invoice.

#	Field name	Description
1	Date	The date the invoice was issued.
2	Invoice number	A unique number assigned by Livingston to all entries. This is the reference number to use when inquiring about a specific invoice.
3	Bill to	The name and address of the company Livingston is billing for services provided.
4	Remit to	The address where payment for services should be sent.
5	Client account	Each client is assigned a unique six-digit account number.
6	Service team information	The contact information for the team servicing your account. You should contact this team if you have any questions about your invoice.
7	Reference number	The reference number supplied by the shipper on the commercial invoice.
8	Arrival date	The estimated date of arrival of your shipment at the first port of entry.
9	Release date	The (estimated) date U.S. CBP released your shipment and allowed it to enter the U.S.
10	Entry number	The number assigned by Livingston referencing your shipment into the U.S.
11	Entry date	The date the entry summary for your shipment was filed with CBP.
12	Entered value	The value reported to CBP for your shipment, based on the commercial invoice provided.
13	Shipment value	The commercial value reported for the goods being imported into the U.S., based on the commercial invoice provided.
14	Shipper/exporter	The name of the company exporting/shipping the goods to the U.S.
15	Port of entry	The name of the U.S. port where entry was made for the goods being imported.
16	Port of lading	The name of the port where your goods loaded to be shipped to the U.S.

17	Manifest Qty & UOM	The quantity of goods, as reported by the carrier, being imported into the U.S.
18	Gross Wt. & UOM	The gross weight of the goods being imported into the U.S.
19	Carrier	The name of the carrier transporting the goods into the U.S.
20	Control/Bill of Lading Number	The unique shipment control number assigned by the carrier for your shipment being imported into the U.S.
21	HWB Number	The House Bill of Lading number assigned by the carrier.
22	Master Bill Number	The Master Bill of Lading number assigned by the carrier.
23	MOT	The code and mode of transportation used to import your shipment into the U.S.
24	Date of Export	The date (may be estimated) your goods were exported.
25	Transactional Detail	<p>Details information on the lines of the Entry Summary (7501), such as consignee, description, gross weight, reported quantity, line value, entered value, country of origin, HTS, duty rate.</p> <p>This information mirrors the information reported on the “a” line level of the 7501. If your shipment contains more than five lines, a “See Attached” message will be displayed and an Entry Summary will be provided.</p>
26	Code	For internal purposes, Livingston assigns a numeric code for each service description itemized in Field 27. This guide contains a reference table of the most common Livingston billing codes and descriptions.
27	Service	Details of the service(s) provided by Livingston related to your shipment.
28	Amount	The dollar amount payable for each of the services performed by Livingston.
29	Invoice Due Date	The date that the payment for the invoice is due.
30	Funds	The currency in which the funds are payable.
31	Total due	The total amount payable on the invoice.
32	Message/ Information	Section to relay important messages to our clients.

## Charge codes

Below are common charge codes you'll find on your Livingston invoice.  
For more details regarding rates, please check your service agreement.

Bill Code	FPA Description	Livingston charge code	Description
0020	Customs Clearance	700	US Customs Entry Service
0057	Additional Invoices, container, B/LS	703	Additional Invoices (Process)
0056	Additional Classifications/Lines	702	Additional CI Lines (Process)
0243	ABI filing fee	716	ABI Filing (Process)
0203	DOT release	727	US DOT/HS7 Filing (Process)
0196	FCC Filing	725	US FCC Filing (Process)
0061	FDA Filing & Release Fee	726	US FDA Release (Process)
0062	Fish & Wildlife Release	603	US Fish & Wildlife Release
0044	Surety Bond & Services	720	Entry Bond Service
0043	Single Transaction Bond	587	Single Entry Bond Premium
0463	ISF Filing Fee	546	Importer Security Filing Services
0054	Prep Of Delivery Order(S)	558	Delivery Order (Process)
0022	Special Services	733	Special Handling
0058	Disbursement Fee	701	Funds Advance/Disbursement
0001	Duties	500	US Customs Duty
0002	Air Freight	619	Air Freight Service
0005	Ocean Freight	617	Ocean Freight & Services

## Paying your Livingston invoice

You can remit your payment to Livingston as follows:

### Paying Livingston by wire transfer

<b>U.S. Dollar account from USA and Overseas</b>	
Destination:	M&T Bank One M&T Plaza, Buffalo, NY, 14203
ABA #:	022000046
SWIFT:	MANTUS33
Beneficiary name:	Livingston International, Inc. 405 The West Mall, suite 400 Toronto ON M5C 5K7
Beneficiary account #:	8891994785

Please send your remittance detail to: [epayment@livingstonintl.com](mailto:epayment@livingstonintl.com)

### Paying Livingston by check

Payee: Livingston International, Inc.

Please send checks to:

Clients located in the USA and overseas:  
150 Pierce Road, Suite 500  
Itasca, IL 60143-1222

Questions?

For payment inquiries, contact us at:  
Western U.S. states: 1 (800) 663-0301  
Central U.S. states and overseas: 1 (800) 226-1875  
Eastern U.S. states: 1 (800) 361-3097

## Online tools and resources

Our website offers a wide range of tools and resources to help you learn more about virtually all aspects of customs and trade compliance. To access our extensive database, simply go to [www.livingstonintl.com](http://www.livingstonintl.com), there you will find the following:

- Useful resources for importers/exporters
- Guides for importing and exporting
- Commonly used forms
- Guide to government regulations and customs requirements
- Shipment tracking
- Industry news and advisories
- List of upcoming webinars



The screenshot shows the Livingston website homepage. At the top, there is a navigation bar with the phone number 1-800-837-1063, language options (English), and links for Contact us, Client login, Shipment tracker, and Get a quote. Below this is the Livingston logo and a search bar. The main content area features a large banner with the text "Have questions about importing and exporting?" and "Attend a free webinar dedicated to keeping you at the top of your game". A "Learn more" button is visible. Below the banner is a horizontal menu with four categories: Trends for 2014, Webinars (highlighted in orange), Air/Sea Brokerage, and Livingston Weekly. The bottom section is divided into three columns: "Recent Video" featuring a video about Livingston Barge Services, "Recent Resources" with links to "Understanding Electronic Export Information filing" and "The Non-Resident Importer Guide", and "Trade News" with two articles from January 2014 regarding CITT and APHIS.

## Webinars

Livingston offers a number of webinars, free of charge, every month. You can find a list of upcoming webinars at <http://www.livingstonintl.com/webinars>.

Our webinars are hosted by Livingston's subject matter experts, who have the knowledge and experience to answer all of your trade and compliance questions. Topics include:

- Importing to Canada
- Importing to the U.S.
- NAFTA compliance
- Canadian sales tax
- Valuation (U.S. and Canada)
- And many more

To attend, simply click on the session date and fill in the registration form. Be sure to check back often to see what new and exciting webinars we have coming up!

## Shipment tracking

Track your shipments on the go. The Livingston Shipment Tracker App lets you quickly and easily check the clearance status of your shipments through the U.S. and Canadian borders on the go, keeping you informed of your shipment's status no matter where you are. The Livingston Shipment Tracker app can be downloaded from the App Store, Google Play, or Blackberry World.

At your desk? Get real-time status updates of your shipments with Import Tracker: <http://www.livingstontracker.com/>



## Additional Information

The following pages outline our services and provide some key forms and information you may want to be familiar with as an importer/exporter. These resources can also be found on Livingston's website.

### Useful links

Beyond [www.livingstonintl.com](http://www.livingstonintl.com), there are a number of other sites you can visit for useful information and resources:

U.S. Customs and Border Protection (CBP)	<a href="http://www.cbp.gov">www.cbp.gov</a>
Canada Border Services Agency (CBSA)	<a href="http://www.cbsa-asfc.gc.ca">www.cbsa-asfc.gc.ca</a>
U.S. Customs Tariff	<a href="http://hts.usitc.gov/">http://hts.usitc.gov/</a>
Canada Customs Tariff	<a href="http://www.cbsa-asfc.gc.ca/trade-commerce/tariff-tarif/">http://www.cbsa-asfc.gc.ca/trade-commerce/tariff-tarif/</a>
U.S. Food and Drug Administration (FDA)	<a href="http://www.fda.gov">www.fda.gov</a>
Canadian Food Inspection Agency (CFIA)	<a href="http://www.inspection.gc.ca/">http://www.inspection.gc.ca/</a>
U.S. Customs Rulings Online Research Systems (CROSS)	<a href="http://rulings.cbp.gov/">http://rulings.cbp.gov/</a>
NAFTA	<a href="http://www.naftanow.org/">http://www.naftanow.org/</a> <a href="https://www.nafta-sec-alena.org/">https://www.nafta-sec-alena.org/</a>

## Customs brokerage

### Importing to the U.S.

Livingston clears thousands of shipments into the U.S. every day. With our extensive coast-to-coast network of offices, you can always count on us to ensure fast, efficient clearance of your shipments.

We offer northern border, southern border and air/ocean clearance services to clients importing to the U.S.

#### Northern border

Livingston's U.S. customs brokerage northern border operations are located along the U.S.-Canada border, with offices strategically located at ports of entry. Our northern border operations primarily service clients that ship via truck and rail, but also offer air and ocean services as needed.

#### Air/ocean

The U.S. customs brokerage air/ocean operations are located throughout the U.S., with offices located at ports of entry from west coast to east coast. Our air/ocean operations primarily service clients that ship via air and ocean, but also offer rail and truck services as needed.

#### Southern border

Livingston's U.S. customs brokerage southern border operations are located along the Mexico-U.S. border with offices located at ports of entry in Texas. Our southern border operations primarily service clients that ship via truck and rail, but also offer air and ocean services as needed. To ensure a seamless transaction, Livingston can arrange local transportation (drayage) from Mexico to the U.S., when required.

## Importer Security Filing

Importer Security Filing (ISF) is required for goods coming into the U.S. by means of ocean transportation. The ISF filing must be transmitted to U.S. Customs 24 hours prior to the loading of the vessel in the foreign port and can be filed by you (the importer), customs broker or freight forwarder. The ISF filing contains product information and also includes the parties involved from the manufacturing to the final delivery into the U.S.

As the importer, you are liable for the ISF filing being completed accurately and timely. Livingston has the expertise to ensure the filing is compliant and matches up to the subsequent entry.

We also provide access to Insight<sup>®</sup> ISF, a web-based application that allows you and your overseas suppliers to manage and submit all Importer Security Filing (ISF) data.

## Trade consulting

Livingston Trade Consulting helps clients set up and maintain compliant trade programs. You can call on us to identify preferential duty rates, reduce duty, and recommend ways to assist with your management of trade agreement programs, such as NAFTA.

Some services, such as the Canadian GST Services, are targeted at non-resident importers into Canada, while financial recovery services such as Duty Recovery and Duty Drawback can help you recover paid duty. Livingston can help you apply and become member of security programs such as C-TPAT, PIP, AEO and NEEC.

### What makes our Trade Consulting solutions unique?

- **Dedicated resources:** Unlike many traditional customs brokers, our compliance review services are performed by senior level staff who are not part of a day-to-day brokerage operation.
- **Relationship with Customs:** Livingston Trade Consulting staff has positive relationships with Customs authorities and experience in guiding clients through voluntary disclosures and appeals.
- **Focus:** Trade compliance is Livingston's key focus; it's who we are and what we do.
- **Clearly-defined deliverables:** Each project has a clearly-defined scope and deliverables.



## International freight forwarding

Freight forwarding, in its most basic sense, is the coordination and actual movement of cargo from point A to point B. It sounds simple, but the more you dig into the requirements and regulations of the shipment, its products and the countries involved, you'll soon realize the amount of complex coordination and expertise required to do it right. Livingston has this expertise and is available to support you with all your freight forwarding needs.

Our core services include:

- Air forwarding
- Ocean forwarding
- Barge services
- Export documentation service
- Cargo insurance
- Restricted party screening

## Automated Export System (AES)

AES is the system used U.S. exporters to electronically declare international exports. Generally, companies exporting merchandise valued at US\$2,500 or more from the U.S. to any foreign country must file an electronic export information (EEI) declaration using AES.



## More great tools at your disposal

### Insight® Compliance Center

Our Insight® Compliance Center will allow you to access real-time trade information. You can view, analyze and download information about your company's importing activity. With Insight Compliance Center's reporting ability, you can use this information to improve your competitiveness. Insight is also a critical tool for ensuring compliance with customs, by giving departments related to the customs process access to this information.

### Insight® Docs

Available for both U.S. and Canadian suppliers, this online tool allows companies to quickly and easily create shipping documentation. Designed primarily for the fast pace of border shipments, this software can even send the document information electronically via Insight e-Link saving you time and money.

### Insight® ISF

Insight ISF is a web based application that allows you and your overseas suppliers to manage and submit all Importer Security Filing (ISF) data. Once all the information is available, the application can be used to send the ISF data to Livingston where we can validate and submit to U.S. Customs, or you can send direct to Customs using our assigned filer code. You also have access to track progress and status updates on the system's main dashboard screen.

### Insight® e-Vent

Insight e-Vent is an automatic e-mail system that will track certain shipment events and e-mail you when the event is triggered. This allows you to always know the exact customs status of your U.S. brokerage shipments without having to log into any program. When a problem occurs, or when the shipment has been arrived, you will automatically receive an e-mail. Available for U.S. customs brokerage services only. To set up this free service, contact your Client Services Manager. In your request make sure to specify what type of event you would like to be notified of, where the e-mail should be sent to, and all applicable client numbers.

## Forms and documentation

### Access

You can find the most commonly used forms by visiting our website:  
<http://www.livingstonintl.com/form-category/u-s/>

Some of the forms you'll be able to access include:

- U.S. customs invoice
- Blanket NAFTA Certificate of Origin
- Cover sheets
- Repair declaration
- FCC form 740
- Non-reimbursement certificate











