

**Auburn University**  
**PROCUREMENT & BUSINESS SERVICES**  
**INTERNATIONAL SHIPPING AND CUSTOMS BROKER GUIDELINES**

For the purchase of goods originating from an international location, complete shipping arrangements, including U.S. Customs and Border Protection processing instructions, should be made prior to the goods leaving their point of origin. The purchaser is responsible for familiarizing themselves with any entry requirements specific to the particular community being imported. For convenience, Procurement and Payment Services has a standing Customs Bond and Power of Attorney with a customs broker. The following guidelines should be followed to avoid obstacles in the shipping process.

- The purchaser must provide the seller and the customs broker with a designated Auburn University point of contact for shipping and billing purposes. This should include name, department, shipping address, email address, and phone number. The designated contact is responsible for monitoring the progress of the shipment.
- The purchaser must contact the customs broker prior to making shipping arrangements and provide the designated contact's information. The customs broker should be able to assist with determining the most cost effective and/or expedient port of entry, depending on the purchaser's needs. Once cargo is released from U.S. Customs, the designated contact should expect an emailed invoice from the customs broker.
- The seller should be instructed to clearly list the Auburn University designated contact's information on the shipping label, along with the customs broker's contact information.

The contact information for Auburn University's contracted customs broker is:

**Page & Jones, Inc.**

Attn: Susan Powell

Direct (205) 623-5497

Main Office (205) 595-8429

Email: [spowell@pagejones.com](mailto:spowell@pagejones.com) and copy [pjbi@pagejones.com](mailto:pjbi@pagejones.com)

Page & Jones can assist with customs-related information by contacting:  
[compliance@pagejones.com](mailto:compliance@pagejones.com)