

J.M. RODGERS CO.

Customs brokerage, duty drawback, and freight forwarding services designed for compliance, accuracy, and long-term partnership.

Table of Contents

| **03** **About J.M. Rodgers**

| **04** **Cogs in The Wheel**

| **05** **Customs House
Brokerage Services**

| **08** **Duty Drawback
Services**

| **10** **Freight Forwarding
Services**

| **11** **Continuous Process
Improvement**

| **12** **Contact Us**





About J.M. Rodgers Co.

J.M. Rodgers is a family-owned provider of global logistics services with over 75 years of experience.

Founded in 1951, JMR has grown into a nationally recognized logistics firm specializing in customs brokerage, duty drawback, and freight forwarding services.

Today, JMR is led by the third and fourth generations of the Rodgers family, maintaining long-term leadership continuity, institutional knowledge, and operational accountability.



Our Focus Is Consistent and Measurable

- Regulatory compliance
- Operational accuracy
- Long-term client partnerships
- Risk reduction and value creation

Why Companies Partner With J.M. Rodgers

- Family-owned leadership
- Integrated services
- Compliance expertise
- Disciplined operations
- Long-term partnerships

The Operating Principles Behind Every Service

At J.M. Rodgers, excellence is not accidental. Our services are powered by a disciplined operational framework known as The Cogs in the Wheel, a set of interconnected principles that ensure consistency, accountability, and reliability across every client engagement



**Enterprise-Grade
Data Security**



**Data Expertise That
Drives Smarter
Decisions**



**Six Sigma-Certified
Workforce**



**Continuous Process
Improvement (CPI)**



**Rigorous Internal
Audit & Compliance
Controls**



**Sustainability
Through Our
Green Initiative**



**Business Continuity
& Operational
Resilience**



**Community
Impact Through
Philanthropy**



**Certified
Systems That
Protect Clients**



Customs House Brokerage Services

**Established 1952 | Compliance-
Focused | Audit-Driven**

JMR provides customs brokerage services built around compliance accuracy, process discipline, and direct client access to experienced professionals.



Our Brokerage Model Emphasizes:

- Early risk identification
- A Dedicated Account Team
- Standardized compliance processes
- Ongoing internal review and audit
- Continuous improvement of import programs

Brokerage Capabilities

Value-Added Expertise Provided at No Additional Charge

- Entry filing and tariff classification
- Customs and Partner Government Agency clearances (FDA, etc.)
- Carrier coordination and freight release management
- Drayage coordination and delivery oversight
- Importer Security Filing (ISF)

Why Importers Choose JMR Brokerage

- Dedicated account teams
- Customized workflows and SOPs
- Ongoing compliance support
- Customized reporting and dashboards
- Ad hoc and scheduled reporting
- Client-aligned KPIs
- Long-term broker relationships



Compliance Controls & Risk Management

Every Entry Processed by JMR is Subject to Internal Review.

Audits are conducted proactively to identify trends, improve accuracy, and reduce regulatory exposure.

Supporting Importer Regulatory Compliance

- Accurate Classification & Valuation (HTS + Customs Value)
- Audit Defense & Recordkeeping (CBP Compliance Support)
- Risk Mitigation & Advisory (Proactive Compliance)

Compliance & Advisory Services

- HTS classification assessments and libraries
- Import compliance policy and procedure development
- Trade agreement eligibility reviews
- Reconciliation filing
- Post-entry reviews and internal audits





Duty Drawback Services

Specialized. Data-Driven. Compliance-Focused.

JMR operates one of the largest dedicated duty drawback divisions in the U.S., structured to manage claims across all drawback types and volumes.

Dedicated Drawback Resources

- Licensed Customhouse Brokers
- Senior Drawback Account Specialists
- Dedicated account teams focused solely on drawback

Combined team experience includes hundreds of years dedicated exclusively to drawback operations.



Drawback Operating Model

- Customized program design
- Standardized claim processing
- Built-in quality and compliance checks
- Regulatory monitoring

Technology & Data Management

- Our own proprietary drawback software
- In-house IT support
- Automated validation

Service: Duty Drawback

Drawback Capabilities

- Scalable drawback operations
- Multi-claim type expertise
- Data-intensive claim management
- Compliance-focused filing

JMR supports clients beyond claim preparation by managing ongoing drawback operations, responding to regulatory inquiries, supporting CBP communications, and maintaining continuity as client data, suppliers, or production models change.

Freight & Logistics Services

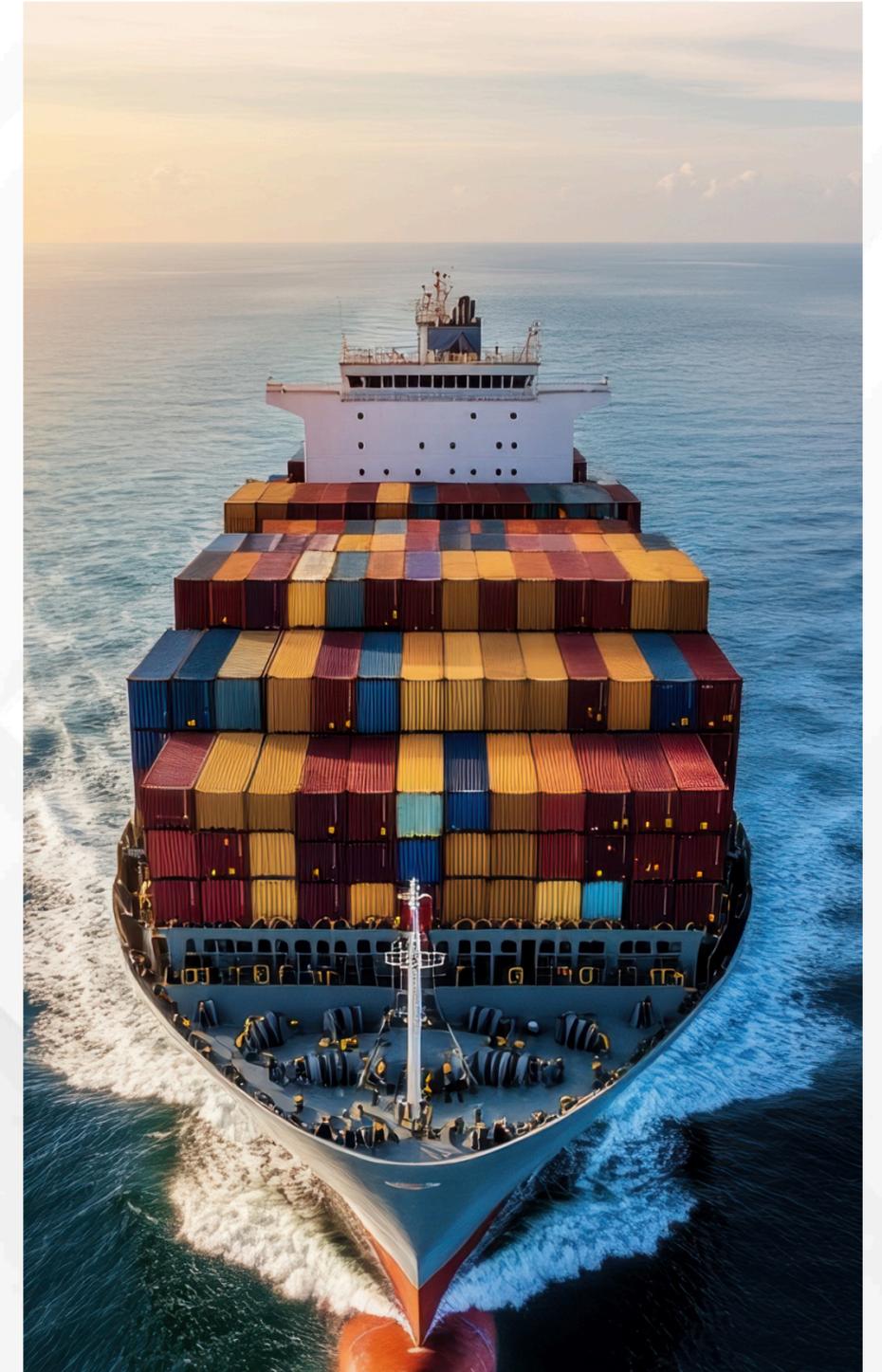
Integrated. Coordinated. Accountable.

JMR provides freight services designed to align directly with brokerage and drawback operations, reducing handoffs and improving visibility.

Freight Capabilities

- Ocean freight (import and export)
- Air freight services
- Export documentation and compliance support
- Freight management and coordination
- Transloading services
- Drayage and final-mile delivery

Freight services are managed as part of a unified global trade workflow.



Operational Excellence Through CPI



Continuous Process Improvement (CPI) is applied across all departments using Six Sigma methodology.

Client Outcomes

- Reduced errors and rework
- Faster processing and turnaround
- Root-cause issue resolution
- Standardized, repeatable results

Certified Systems That Protect Clients

- ISO 9001:2015 — Quality
- ISO 14001 — Environmental
- ISO 27001 — Information Security



Let's Talk About Your Trade Program

Connect with our team to discuss your customs, drawback, and freight needs.



jmroddgers.com



Info@jmroddgers.com



(516) 872-5570