

**Commercial Customs Operations Advisory Committee  
Secure Trade Lanes Subcommittee  
Centers Working Group  
Draft Recommendations**

**March, 2024**

**COAC**

**COMMERCIAL CUSTOMS OPERATIONS  
ADVISORY COMMITTEE**

**Commercial Customs Operations Advisory Committee (COAC)**  
**Secure Trade Lanes Subcommittee**  
**Centers Working Group**  
**Draft Recommendations**

The following are the proposed draft recommendations for the March, 2024 meeting of the Commercial Customs Operations Advisory Committee. They are considered draft until voted on at the public meeting.

- COAC recommends that there be greater and more transparent communication concerning an importer's ability to change its Center assignment. Assigning importers to Centers based upon their IOR number and primary product line has created gaps in expertise and outreach. CBP should develop more accessible information to provide importers and their brokers with transparent and clear instructions for changing the Center to which they are assigned.
- COAC recommends that CBP expand and enhance its sharing of Center-specific data with the trade. Greater transparency concerning Center operations would benefit CBP and the Trade. Such data should include statistics for, among other things, the total number of importers handled by each Center, the number of partner accounts at each Center, the entry volume processed by each Center, the post entry volume processed by each Center, and the number of CBP staff assigned to each Center.
- COAC recommends that the Centers develop programs for enhancing visibility and outreach to small and mid-sized importers and their brokers. Such programs could include enhancements to the CBP Centers' webpage and regular calls with Center accounts.
- COAC recommends that CBP ensure that the Centers receive sufficient resources for regular outreach. Increased resources will allow for, amongst other things, more CBP on-site visits with importers that wish to partner with the Centers to enhance compliance.