

Mae Elizabeth Dey

Mae Elizabeth Dey, born in Appleton, WI, moved with her family to Milwaukee after her high school graduation. She continued her studies at Commercial College in bookkeeping and stenography. In 1901, Miss Dey accepted a position with M.J. Hogan, Custom house broker. She was awarded license number 5 in the port of Milwaukee at the time of her appointment, she was only the fifth woman Custom house broker in the United States.

In 1922, the company incorporated and was granted License number 5 Rolland Gardener who joined the firm in 1922.

Mitchell International Airport in 1971 and Chicago O'Hare Airport in 1984.

first Milwaukee Custom Broker to interface directly with Customs through the automated broker interface (ABI).

100 years of judicious attention to customer service and economic growth for the community

earned M.E. Dey & Co. public recognition as recipient of the Governor's Export Achievement Award in 1995, 2000 and 2009.

With the vision of a remarkable woman and humble beginnings, M.E. Dey has grown to a staff of more than 50, state of the art facilities, and a global reach which offers the trade community unprecedented service and creative solutions to today's logistics challenges.



OVER A CENTURY OF TRADITION & INNOVATION



ANY DESTINATION

WORLDWIDE



From its inception in 1907, when Mae Elizabeth Dey opened a one person Customs Brokerage House, M.E. Dey & Co. has grown into one of the largest family owned Brokers and Forwarders in the United States. Far from our humble beginnings, today we offer complete International & Domestic Freight Forwarding, Compliance & Consulting services in addition to our Customs Brokerage services. We provide supply chain solutions to and from any destination worldwide. Our business philosophy has remained the same; developing long-term relationships with customers by understanding your unique business needs and offering solutions to improve transportation efficiencies.

**MORE THAN JUST A
CUSTOMS BROKER**



MINIMIZE RISK

An international trade education

Understanding regulatory requirements is vital to any international freight program, large or small. Non-compliance can result in delays and possible fines and penalties. We work with you on each transaction to navigate through the complexities of the regulatory environment and assist you in minimizing risk and developing long-term compliance measures. M.E. Dey serves as an on-going resource for trade-related information by providing a library of web-based reference materials on key industry topics, as well as monthly electronic newsletters and email blasts that keep you informed of industry events and changes. Our website and social media efforts are focused on our education-driven philosophy.

Well-connected and respected professionals

M.E. Dey has earned local and national recognition for our contributions to the international trade community. By appointment of government officials, our executive team has served the State with active positions on the Wisconsin District Export Council to support industry export expansion efforts. We've participated in overseas trade missions to develop U.S. exports and solidify relationships with overseas partner offices. As active members and sponsors of the National Customs Broker and Forwarders Association of America (NCBFAA), World Trade Association (WTA) and both the Los Angeles and Chicago Brokers Associations, we remain informed and connected with contemporary issues that keep our clients updated on regulatory changes.

Creative problem solving

After moving freight for over 100 years, our experience and established contacts provide us the ability to anticipate and avoid many of the challenges associated with moving cargo. We can offer creative solutions to issues that arise and help you to minimize risk while satisfying your business objectives.



UNPRECEDENTED SERVICE

Personal and professional attention

Our customer service focus has been primary to our success. Our goal is to partner with our customers and to understand your unique and dynamic business needs. We provide you with one key point of contact backed up by a team of trained individuals within each department. We invest in our staff with on-going education and a supportive work environment, providing a culture of knowledgeable and helpful professionals, ready to assist you with all aspects of international trade.

Information 24/7

We appreciate the time-sensitivity of your cargo and the need for immediate answers and information necessary to run your business. We are committed to investing in our technology to provide you with the latest in electronic tools and resources in international shipping.

Cargo tracking with real-time information

You need to know where your freight is and be advised of any delays! Our internet tracking program allows you to check status of your cargo on both import and export freight at any time of day. In addition to tracking, automatic notifications can be sent to you or your customers directly with updates on each stage of your shipment; from point of loading to final destination. You determine what information you want and who should receive it.

Online reporting

Your online access can provide you with detailed or cumulative reports with shipment information on cost, transit times and duty analysis to help you manage your logistics program. All reports can be customized and downloaded in PDF, TIF or Excel formats.

Your connection to the world

Our email news alerts will help keep you informed of trade-related issues and breaking news activity as it develops. We will advise you of incidents around the world, from major port closings to carrier space shortages, regulatory changes and industry trends, all of which may affect the movement of your cargo.

WE DELIVER

THE WORLD

Mae Elizabeth Dey began her business career after graduating from Business College in 1901 when she accepted a position as private secretary to M.J. Hogan, a Milwaukee Customhouse broker. Upon Mr. Hogan's passing, the district Director of Customs requested that Miss Dey open an office as a Customhouse broker to continue providing brokerage service for the port. Mae Dey established her business and was awarded license number 1 in the port of Milwaukee. At the time of her appointment she was only the fifth woman Customhouse Broker in the United States!

Networking with other Brokers was important for running a business in the early 1900's. As an inland Broker, it was essential that Mae Dey develop strong working relationships with Customs Brokers situated at the major seaports who could re-forward cargo to Milwaukee. Her successes expanded her geographical reach, which provided a growing array of services to customers.

In 1927 the company was incorporated and granted corporate license number 5, the license that we still hold today. We grew to a staff of four, including Mae's nephew Rolland Gardenier, who joined the firm five years earlier.

The challenge of growing the business fell to Rolland when Mae Dey died in 1929. Tough economic times, rising tariffs and a worldwide war left Rolland as the company's sole employee in 1945.

World trade recovered quickly in the aftermath of World War II and the preceding economic depression. Business prospects for M.E. Dey & Co. accelerated during the 1950's, as ships from Europe and Asia initiated direct service to Milwaukee.

Air freight, while still in its infancy, was growing steadily.

Rolland's son, Richard, joined the company in 1951. Richard was sensitive to customer needs and recognized that service development and technological modernization was necessary.

Expansion included opening an airfreight office at Mitchell international Airport in 1971, the addition of Export Freight Forwarding services in 1978, and significant automation of the brokerage department. A Chicago branch office at O'Hare Airport was opened in 1984 to better service this major gateway to Midwest-destined cargo.

Joining the firm in 1978, Robert became fourth generation leader when he was named President by his father Richard in 1993. Robert moved the business forward with an aggressive focus on automation and was amongst the first US brokers to do Remote filing in other ports. An industry leader in offering e-services to clients including internet tracking, email notifications and web site development.

In 1983, Sandi Siegel joined the firm as an entry writer and later obtained her Broker's license in 1986. Named a partner in 1996, she worked closely with Rob over the next several decades as they strategically expanded the business. An Import Forwarding Division was established by developing a network of vetted, trusted partners worldwide providing complete door-to-door service for importers. The later addition of a Consulting and Compliance Division provided customers the needed support to manage growing regulatory complexities and demands.

A Long Beach branch office was opened in 2016, which helped support the growing volume of freight transiting through west coast ports to/from Asia. In 2019, Rob transitioned to Chairman, Sandi assumed the role of Presidency and Sarah Azar, Rob's niece was named Vice President.

With the vision of a remarkable woman and humble beginnings, M.E Dey has grown to a staff of more than 60, 3 offices domestically, and a global network in over 75 countries which continues to offer the trade community creative solutions to today's logistics challenges.



Sandi Siegel, President & Rob Gardenier, Chairman



Manage your Freight Forwarding and Customs Brokerage needs in one place with M.E. Dey & Company. Our experienced staff of professionals has the knowledge to move your cargo from any point of origin to any destination worldwide.



CUSTOMS BROKERAGE

M.E. Dey has been working with U.S. Customs and clearing import cargo for over a century. Our experience helps ensure you stay compliant with the rapidly changing regulatory environment. Few Brokers can match the depth of experience we offer with numerous licensed Customs Brokers and Certified Customs Specialists on staff. Our national presence through Remote Location Filing means we can act as your exclusive broker nationwide for all your Customs clearances, ISF filings and Customs bonds requirements.



EXPORT SERVICES

Recipient of the President's "E" Award for support efforts of the national export initiative and a 3-time winner of the Governor's Export Award for service excellence - we have a staff of well trained professionals, eager to help manage your export process with door-to-door shipping, documentation, letters of credit and regulatory advice. Increased container volumes has allowed us to sign direct carrier contracts to over 40 destinations, providing competitive rates on both air and ocean transportation. As an NVOCC, we can book freight through your contracts or ours, and with our integrated rate management system, we can respond to most LCL and FCL quotes within minutes! Our partner network allows us to manage destination services such as warehousing, Customs clearance and final delivery. All shipment details and documents can be viewed on our WebTracking tool or transmitted directly to you.



LOGISTICS & FREIGHT FORWARDING SERVICES

M.E. Dey has established solid relationships with a network of trusted and vetted agent partners throughout the world. Our partners are your local connections around the world who understand local business practices. We meet with our partners annually to collaborate on YOUR business and get updates on local market concerns. We leverage the strengths of our partners to offer competitive pricing and various transportation options to meet your specific transportation needs. Our customers realize the benefits of volume contracts, while still obtaining personalized service. Within our network model we can offer air, ocean, consolidation, FCL and foreign-to-foreign transportation services. Information exchange is fully automated, allowing for complete EDI and 3PL supply chain services.



DOMESTIC SERVICES

As a licensed Property Broker M.E. Dey can offer Intra and Interstate services - A sound complement to our international services, no matter the origin or destination, we offer a one-stop source for your transportation needs. By allowing us to drop ship deliveries to your customers, you'll realize both time and cost savings. M.E. Dey can provide point-to-point domestic service throughout the lower 48 states and trans-border trucking into Canada and Mexico. Our partner offices at border locations can coordinate Customs clearance services to final destination.



COMPLIANCE & CONSULTING

Our government has been clear that security and protecting our borders is their number one priority. Establishing a successful and compliant supply chain program in your organization means involving all departments, from purchasing and accounting to receiving and distribution. Importers and exporters are held accountable by international trade laws to exercise due diligence in all aspects of international business transactions. Through our consulting services we can assist you with any size compliance project including individual rulings and screenings, internal audits and gap analysis, and development of internal compliance awareness and procedures.



E-SERVICES

As the added-value to all our established services, our E-Tools gives you the information you need at your fingertips. Know where your freight is and obtain updates throughout the shipment process 24/7. Our tracking gives you full visibility of Customs, AES, and other government agency communications. Required documentation is viewable and downloadable online to support your document retention policies for up to five years. A landed cost reporting tool is available for import transactions, which gives you a detailed landed cost analysis based on the cost allocation methods you provide. Both import and export modules allow for customized reporting functionality, giving you a personalized array of filtering data and analysis tools to fit your internal reporting demands. Our in-house support team will work with you to build reports and alerts specific to your operations.



M.E. DEY & CO. HEAD OFFICE

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Recipient of the President's "E" Award for our contribution to the expansion of U.S. Exports



Named 2011 Future 50 "50 Fastest Growing Companies in Southeastern Wisconsin."



Three-time winner of Governor's Export Award for Service Excellence.



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 OTI LICENSE # 001454