



2026 Annual Conference Agenda

JW Marriott San Antonio Hill Country Resort & Spa

Program Sponsored by:



Sunday, April 12, 2026

Please note that all times and events are subject to change.

8:15 - 8:45 AM	Golf Tournament Registration	
9:00 am - 12:30 pm	Golf Tournament	
9:00 am - 12:30 pm	San Antonio Riverwalk & Alamo Tour	
1:00 pm - 8:00 pm	Registration	
2:00 pm - 5:00 pm	NCBFAA Hospitality Gathering	
6:00 pm - 7:00 pm	Stewart B. Hauser First-Timer's Reception	Invitation Only
7:00 pm - 8:00 pm	Grand Opening of the Exhibitor Marketplace	
	Welcome Reception (Dinner Included; Business Casual)	
8:00 pm - 9:00 pm		
9:00 pm - 11:00 pm	Bingo	

Monday, April 13, 2026

6:00 am - 7:00 am	Morning Yoga	
7:00 am - 5:00 pm	Registration	
7:30 am - 9:30 am	Breakfast	
7:30 am - 9:30 am	Coffee Bar	
8:30 am - 11:00 am	NCBFAA Annual Meeting	NCBFAA Regular Members Only
11:00 am - 12:00 pm	BREAK in Exhibit Hall	
11:00 am - 2:00 pm	Emotional Support Animals with Raft	
12:00 pm - 1:15 pm	LUNCHEON:	Keynote Speaker: FMC Chairman DiBella
1:15 pm - 2:15 pm	Dessert in Exhibit Hall	
2:15 pm - 3:00 pm	Fireside Chat With CBP Executive Leadership	Attendees will hear directly from CBP EAC Susan Thomas and EAC Diane Sabatino regarding the agency's regulatory priorities, key areas of focus, emerging risks, and compliance expectations for brokers and their clients.
3:00 pm - 3:45 pm	CBP Broker Enforcement	On this panel, U.S. Customs and Border Protection leadership will discuss updates regarding CBP's Broker Enforcement priorities.
3:45 pm - 4:30 pm	FDA's ImportShield Program, How Does it Work?	Join the RAC for a discussion about FDA's ImportShield Program. Learn more about how the program works and how you and your customers can leverage it for a competitive advantage. Have you looked at your FDA processes recently? Learn the "tricks of the trade" to ensure smooth sailing and expedited release of your goods.
4:30 pm - 5:00 pm	DEA Regulatory Overview	DEA Special Agent Joshua Craven and Diversion Investigator Leticia Neris will review current regulatory requirements, as well as risk factors and indicators brokers should watch for.
4:30 pm - 6:30 pm	NCBFAA Hospitality Gathering	
	Dinner: Attendees on Their Own	

Tuesday, April 14, 2026

6:00 am - 7:00 am	Morning Yoga	
7:00 am - 5:00 pm	Registration	
7:00 am - 8:30 am	Breakfast / Speakers Breakfast	All Attendees / Invited Speakers

7:00 am - 9:00 am	Coffee Bar	
8:00 am - 8:30 am	A Freewheeling Conversation with APHIS	Join APHIS representatives Jon Daniels and Jacob McDowell for "A Freewheeling Conversation with APHIS," an interactive discussion on timely and relevant topics for Brokers and their clients, led by Adam Lees.
8:30 am - 9:00 am	Your IT Backlog Isn't Getting Shorter: How to Find Relief with Small Wins in Compliance-Heavy Workflows	Every team has a list of manual workflows that are too small to justify an IT project but too painful to keep doing by hand. This session will explore how no-code platforms can help tackle exactly those problems. No deep technical knowledge required, no six-month implementation, no massive budget. Just a practical look at what's possible right now, and how you can start small and prove value fast.
9:00 am - 10:00 am	CBP Refunds	CBP Office of Trade and Office of Trade Relations leadership will discuss updates regarding CBP's refund process.
10:00 am - 10:30 am	Tariffs and Exposure for Today's Customs Broker: Leveraging E&O, T&Cs and POAs	Customs brokers and logistics service providers are facing unprecedented levels of legal complexity, financial exposure, and operational risk. Classification, value and origin "engineering" can quickly escalate to enforcement actions and costly claims and litigation against importers leaving the broker in a precarious position. This panel will examine the critical role that Errors & Omissions (E&O) insurance, properly structured Terms & Conditions of Service, and well-defined Powers of Attorney play in protecting brokerage firms and their clients.
10:30 am - 11:00 am	Break	
11:00 am - 11:30 am	From Pilot to Production: How to Deploy AI Without Breaking Ops	You've seen the demos. Maybe you've even run a pilot. The difference between pilots that stall and deployments that scale almost always comes down to the same handful of decisions. In this session, Cervo AI co-founder Thomas Jiang sits down with customs broker Raul S. Villarreal to unpack what real deployment actually looks like on the brokerage floor. Drawing on implementations ranging from 2-person brokerages to Top-5 global forwarders, Thomas and Raul walk through the most important decisions: where to start, how to scale without breaking what's working, and how to bring your team along for the ride.
11:30 am - 12:00 pm	CPSC, Are You and Your Clients Ready for July 8th?	Join CPSC eFiling Specialist Kat Rickerson for a lively and timely discussion on the mandatory eFiling requirements for CPSC certificate of compliance data. Are you scared yet? You should be!
12:00 pm - 1:30 pm	Luncheon in the Exhibitor MarketPlace	
12:00 pm - 1:30 pm	Legislative Committee Luncheon	
1:30 pm - 5:00 pm	ACE Portal Training Sessions USDA APHIS Training Sessions	

1:30 pm - 2:00 pm	Build It Yourself: How Companies Are Designing Their Own Workflows With AI	Most logistics companies have a long list of operational improvements, but those ideas often stall while waiting for IT. In this session, we'll explore a different model: ops teams building their own workflows. Reform empowers users to deploy complex automations themselves while AI continuously checks the work, flags exceptions, and ensures compliance with internal SOPs and regulations. Join the conversation with Reform's CEO Omar Abuhashish and CITTA Brokerage Client Success and Process Improvement Manager Jerry Cunningham to learn how this forward-thinking duty drawback provider implemented their own processes on Reform, accelerating turnaround times and freeing their team to focus on higher-value activities.
2:00 pm - 3:00 pm	Got Marine Insurance?	With cargo theft on the rise, ship sizes growing, and significant weather events becoming more the norm, it has never been more crucial to ensure you have an adequate marine policy in place. This panel will explore best practices in marine insurance, bringing claims forward, including carrier direct, policy response, and General Average process.
3:00 pm - 3:30 pm	Break	
3:30 pm - 4:30 pm	The Journey of an Air Export Shipment	Every stakeholder in the air export value chain is regulated. Some by multiple agencies. The cargo transporters and handlers have TSA compliance considerations in every air export shipment they touch or have transportation involvement. Certain entities are directly regulated by TSA and others are indirectly regulated by TSA – but all are regulated and have to implement safety and security programs. In this session we will hear from the Indirect Air Carrier, the Authorized Representative, the Ground Handler, (Screener), and the Airline to hear their different responsibilities in security and compliance as it relates to TSA regulations and how YOU can learn the do's and don't of exporting cargo from the US by air.
4:30 pm - 5:00 pm	Penalty Kicks & Paperwork: How Entry Decisions Change the Game For Drawback & Reconciliation	Your entry-filing decisions serve as key passes, setting up the play for successful reconciliation and drawback claims. We'll break down how entry requirements, tariff order, entry cancellation implications and splitting derivatives values, can be your winning penalty kick or unexpected red card. Get ready for real-world examples and actionable strategies.
5:00 pm - 6:00 pm	NCBFAA Happy Hour	
7:00 pm - 10:30 pm	Evening Event: Diamonds, Denim & Dice	

Wednesday, April 15, 2026		
7:00 am - 2:00 pm	Registration	
7:00 am - 8:30 am	Breakfast (Speakers Breakfast)	
8:00 am - 9:00 am	The Export Compliance Playbook: New Rules, Emerging Risks, Proven Practices	In an era of continually changing export controls and heightened export enforcement, maintaining a robust export compliance program is a strategic necessity. This panel will provide an updated playbook for trade compliance professionals navigating rapid regulatory shifts and increased scrutiny of global supply chains. We will hear from agencies and SMEs during this panel.
9:00 am - 9:45 am	Embracing the New Normal	Real-world strategies to reduce risk and increase efficiency in today's chaotic world of international trade
9:45 am - 10:00 am	Break	

10:00 am - 11:00 am	Extra Time Tactics: Winning Moves For Metal Valuation	The match is on! Our all-star panel of attorneys and a veteran broker will serve as your coaches. The panel will break down the toughest challenges and help build your playbook of best practices.
11:00 am - 12:00 pm	Mastering PSC, Protests, And Surety Exposure Like a World Cup Referee	The world of customs compliance is like a high-stakes soccer match, where every move is reviewed. This session takes you through the lifecycle of Post Summary Corrections (PSC) to Protest, tracking every play from initial corrections to filing and their effect on bonds.
12:00 pm - 1:30 pm	LUNCHEON: Keynote speaker	Hon. Leo M. Gordon, Senior Judge, United States Court of International Trade
1:30 pm - 5:00 pm	ACE Portal Training Sessions USDA APHIS Training Sessions	
1:30 pm - 2:15 pm	Fox In The Box: Compliance Striker - Scoring With ACE and Automated Technologies	Lace up your boots—compliance is all action! Learn what tools exist. ACE and automated technologies can help your team boost compliance, spot discrepancies and keep pace with regulations while safeguarding confidentiality.
2:15 pm - 3:00 pm	Avoiding The Red Card: Customs Broker's Approaches to Managing Inquiries and Reviews	Discover how to avoid costly fouls by ensuring your responses to CBP are on point. This session will help guide brokers on how to handle CF-28s, CF-29s, audits, and investigations. Learn how to effectively navigate and respond to CBP inquiries and know when to consult Customs Counsel.
3:00 pm - 3:15 pm	Break	
3:15 pm - 4:15 pm	Pressure Points in the Supply Chain: Disruption, Labor, and Logistics Challenges	Ongoing supply chain disruptions continue to challenge forwarders and NVOCCs, from geopolitical instability and labor actions to transportation bottlenecks and workforce shortages. Port congestion, infrastructure constraints, limited equipment availability, and rising fuel and labor costs all contribute to delays and increased operational pressure. This high-level will provide a concise overview of the most common logistics challenges impacting supply chain performance today and how they affect transit times, costs, and customer expectations. Speakers will highlight practical operational considerations and lessons learned, focusing on where companies are feeling the greatest strain and how they are adjusting in real time.
4:15 pm - 5:00 pm	Shaping North American Trade: Customs Brokers at the Front Lines of USMCA/CUSMA/T MEC Review and Cross Border Government Engagement	North American trade doesn't move itself — customs brokers do. Join leaders from the NCBFAA and the North American Customs Brokers Alliance as they reveal how industry expertise is driving the USMCA/CUSMA/T MEC review, influencing government decision making, and solving real world border challenges. From trilateral diplomacy to global influence at the World Customs Organization, this is a behind the scenes look at how brokers are redefining the future of trade in the region.
5:00 pm - 6:00 pm	NCBFAA Happy Hour	
6:00 pm - 8:00 pm	Closing Reception	