

Whom do I contact for help with shipping to Canada?

Call NGL's Customer Service Department at **(800) 938-1809** anytime 24 x 7.

What documents are required for a shipment from the U.S. to Canada?

Required

- **Invoice: Commercial Invoice or Canada Customs Invoice**
 - **Value less than \$1600 CAD (one of the following options)**
 - Commercial Invoice; or
 - Canada Customs Invoice
 - **Value \$1600 CAD or more (one of the following options)**
 - a Canada Customs Invoice (CCI); or
 - a Commercial Invoice containing the same information as a CCI; or
 - a Commercial Invoice which indicates the buyer, seller, country of origin, price paid or payable, and a detailed description of the goods, including quantity, and a CCI that provides the remaining information.
 - NGL DOES NOT SHIP HIGH-VALUE ITEMS EXCEEDING \$25,000 IN VALUE (MAXIMUM DECLARED VALUE)

Optional (**NOT REQUIRED FOR NGL SHIPMENTS**) NAFTA Certificate of Origin (NAFTA COO):

If the shipment's goods are "wholly obtained or produced entirely" in the US, Mexico, or Canada the shipment may qualify to enter the country under the reduced duty treatment. As an option for repeat shippers a blanket Certificate of Origin can be kept on file for one year through your customs broker. It is recommended that your customs broker be consulted for assistance on properly completing and filing the NAFTA Certificate of Origin.

NGL provides documentation requirement information as a convenience. Forms and instructions required for international shipping are available online at www.ngl.com. Some commodities may require additional customs documentation. For specific questions, we recommend that you contact the customs broker that will set up the clearance on your shipment or the Canada Border Services Agency (CBSA) www.cbsa.gc.ca.

What is the Pre-Arrival Review System (PARS)?

The vast majority of ground shipments and LTL shipments to Canada clear at the border under a process referred to as PARS. PARS allows for customs brokers to set up review with the Canada Border Services Agency (CBSA) in advance of the freight's arrival. The PARS process allows for speedier customs clearance and alleviates border congestion.

What is a PARS Number?

PARS stands for "pre-arrival review system" and INPARS stands for "inland pre-arrival review system." This innovative service allows Canada Customs to review shipments while they are still in transit, reducing overall transit time. Shipments moving into Canada from other countries are typically delivered to a highway sufferance warehouse, where they are held for clearance by Canada Customs.

When using INPARS, the shipment documentation is submitted by the custom's broker to Canada Customs in advance of the actual arrival of the shipment. Canada Customs then reviews the documentation and decides whether to clear or inspect the shipment when it arrives. Upon reaching the highway sufferance warehouse, INPARS-cleared shipments are free to travel on to their destination. The same process is used for border clearances with PARS.

NGL can establish a PARS number by completed the appropriate customs documentation and having the consignee's custom broker complete the PARS verification.

What are the responsibilities as a shipper to Canada?

You must work with the importer /consignee to ensure the shipment clears Canada customs (Canada Border Services Agency - CBSA). This involves 1) providing the proper customs paperwork with completed required fields and 2) identifying the customs broker on the BOL.

1. **Shipper Provides Shipment Paperwork:** The importer in Canada will need customs paperwork in order to clear the freight. As a shipper to Canada you have the following options.
 - a. Provide the NGL driver paperwork at the time of pickup. As a convenience to our customers, we will forward the paperwork provided at the time of pickup to the appropriate customs broker listed on the bill of lading.
 - b. Fax or electronically transmit the paperwork directly to the broker. If the shipper elects to send the paperwork directly to the broker, NGL request that the shipper note this and the broker contact information on the bill of lading. If documents are sent directly to the broker by the shipper, the broker will need the PARS number to set up clearance.
 - c. NGL delivery in Canada is available for certain lanes and requires a special process.
 - d. NGL shipments require the shipper to provide 5 copies of a valid commercial invoice and/or Canadian Customs Invoice (CCI)
2. **Shipper Provides the Name and Contact Number of the Customs Broker:** NGL will coordinate clearance with the Canada customs broker listed on the bill of lading. The shipper should provide the broker name and contact number. Shippers and consignees should communicate in advance of freight pickup to determine the customs broker for a shipment. Be cautious in assuming an importer will use the same broker utilized in a previous move. If in question, confirm the broker contact information with the importer. Failure to properly identify the broker may result in delays and storage charges.

What situations would cause a shipment to fail to be released at the border?

Although the majority of shipments crossing the border via ground shipping clear via PARS, some shipments do not meet PARS specifications and cannot be cleared. Additionally, shipments transported inbound to Canada via commercial, passenger aircraft, including charter aircraft, must be cleared by the importer/consignee's customs broker using correct documentation. Some reasons that a shipment cannot be cleared include:

- Failure to name the customs broker on the paperwork.
- Failure to include all required documents.
- Documents that are missing pertinent information, for example, shipment values are missing, values are not extended and totaled, or the total quantities on the invoice do not match the BOL quantities.
- Improper description or the lack of correct Harmonized Schedule numbers (HS) or Schedule B numbers, or the commodity description is insufficient.
- The IOR requesting to "self clear" the shipment or specifying that the shipment travels in-bond to an inland port for clearance.
- Over, Short & Damage issues (OS&D) at a gateway, resulting in the shipment being held at the gateway for up to 48 hours prior to crossing.
- Shipment inspection by U.S. and/or Canada customs. Inspections are random and the carrier does not have control over the process. If a shipment is held for inspection it may be delayed 24-48 hours.

Can my shipment be PRE-CLEARED or PARS accepted and still be bonded or inspected at the border?

Yes. Even though the shipment information has been sent via PARS and accepted by CBSA, Canada customs agents have the right to inspect any shipment. Inspection may result in a held shipment.

What is an Importer of Record (IOR)?

All shipments going into Canada must clear Canada customs. The Importer of Record (IOR) is the party responsible for clearing the goods through customs. The IOR is negotiated as part of the terms of sale between the buyer and the shipper. The terms of sale should be established before the consignment is shipped. The Importer of Record can be the shipper, the consignee, or a third party.

What is a Non-Resident Importer (NRI)?

The Importer of Record (IOR) can either be an entity inside or outside of Canada. Importers of Record outside of Canada are referred to as a Non-Resident Importer (NRI). Your customs broker is a good source for helping you establish NRI status.

What is a customs broker?

Most importers prefer to use the expertise of a licensed customs broker as their agent to assist them in clearing goods entering Canada. It is highly recommended that the Importer of Record (IOR) engage the services of a licensed Canadian customs broker.

Most brokers require separate paperwork such as a credit application and a power of attorney in order to establish an account. Application process times can vary, thus it is critically important that the Importer of Record (IOR) have an established customs broker in advance of shipping. Without a designated customs broker, many times shipments will be delayed at the border for several days and are subject to storage charges.

Can NGL be my customs broker?

No. NGL is not a broker, however we can organize the brokerage with one of our agent partners, or we will work with the customs broker of your choice.

What is Customs-Trade Partnership Against Terrorism (C-TPAT)?

Customs-Trade Partnership Against Terrorism (C-TPAT) is a joint initiative between U.S. Customs and Border Protection (CBP) and business to build cooperative relationships that strengthen overall supply chain and border security.

Learn more from the U.S. Customs and Border Protection (CBP) at www.cbp.gov.

What is Automated Commercial Environment (ACE)?

Automated Commercial Environment (ACE) is the commercial trade processing system developed by U.S. Customs Border and Protection (CBP) to facilitate trade and strengthen border security for shipments destined to the U.S.

Learn more from the U.S. Customs and Border Protection (CBP) at www.cbp.gov.

What is the Pre-Arrival Processing System (PAPS)?

Pre-Arrival Processing System is the U.S. Customs and Border Protection (CBP) version of PARS. It is the system by which U.S. customs can review documentation to determine clearance prior to the shipment crossing the U.S./Canada border.

Learn more from the U.S. Customs and Border Protection (CBP) at www.cbp.gov.

REQUIRED FORMS - What documents do I need to ship between the U.S. and Canada?

All shipments will need the following (minimum) documents:

- A shipper's bill of lading clearly showing the consignee's name and address, and a complete description of the materials, including the name, locations and telephone number of the consignee's broker.
- A commercial invoice describing the goods, including the value. Note: For shipments to Canada over \$1,000 USD, a Canada Customs invoice is required and can be used instead of a commercial invoice.
- **NGL shipments require the shipper to provide 5 copies of a valid commercial invoice and/or Canadian Customs Invoice (CCI)**
- A NAFTA certificate of origin is optional, and is not needed for the actual transport of the materials. However, it could be beneficial to the consignee because it allows possible reduction in duties. Check with your customer (or their broker) in the U.S. or Canada.

Documentation is a critical part of international shipping, and it is entirely the responsibility of the shipper. Because a carrier cannot correct errors that may occur on the customer's shipping papers, such errors can result in costly delays. Understanding the intricacies of international documentation procedures will help make your international border crossing a success.

Please visit www.nglog.com to download required shipping forms.