

5 Who do I contact?

Alice Peres da Silva Senior Manager - CN Customs Brokerage Services

Phone: 1.866.890.1931

Fax: 1.877.267.3444

email: customs_brokerage@cn.ca



Any Load. Any Mode.

Your guide to smooth shipping.

Leave the details to us. **All the details.**



www.cn.ca/cbs



CN102016



Personalized service with a single point of contact – 24/7

We'll introduce you to an associate - a licensed customs broker - who will handle all your needs, from the time documents are received until your shipment is cleared through customs and delivered. You will receive detailed reports and customs-adapted invoicing, all available at the click of a mouse thanks to Electronic Data Interchange (EDI). CN Customs Brokerage software can also generate customized reports to assist you with compliance management, establishing costs and monitoring quantities - all based on your particular needs.



1 Where can I ship using CN Customs Brokerage Services?



- Canada to U.S.
- Canada to Mexico
- U.S. to Canada
- U.S. to Mexico
- U.S. via Canada to a third country
- Canada via U.S. to a third country
- Imports into Canada, U.S. or Mexico
- Exports from Canada, U.S. or Mexico

2 What are some of the services provided by CN Customs Brokerage Services?

Our services include:

- Ensuring you benefit from the most favorable duty rates
- Obtaining releases for imported goods via electronic customs clearance prior to arrival
- Preparing, obtaining and transmitting documents via EDI to all appropriate parties
- Bond services - creation of T & E, IT and IE to a bonded facility for furtherance to Mexico or overseas
- For exports from Mexico - the creation and filing for pedimento
- Payment of all applicable duties
- Responding to any Canada Customs and Revenue Agency concerns
- Record management

Choose only the services you need

- Customs clearance
- Permits and licenses
- Drawbacks and refunds
- Remissions
- Post-audit services
- Temporary importation
- Advisory services
- Insurance

www.cn.ca/cbs

3

Why use a customs brokerage firm?

Customs requirements can be a complex maze of paperwork and frustration. We have the knowledge and expertise to get the documentation done quickly and efficiently in order to move your goods for on-time delivery. CN Brokerage is leading the industry with the most consistent record of customs clearance. We'll help you avoid potential problems, by classifying goods and determining correct valuations, minimizing tariffs and penalties and reducing storage fees by moving shipments more efficiently. We ensure that we are always up-to-date on the latest regulatory mandates or any other initiatives pertaining to your shipments. **Everything we do is designed to reduce both delays and the costs of non-compliance.**



4 Why is CN Customs Brokerage the right choice?

Once you've decided to hand over the responsibilities of customs documentation to a broker, there are a few things you should consider when choosing the right brokerage firm. Remember, not all brokerage companies are the same!



The CN advantage:

- Experienced licensed brokers who work for you and know your business
- One single point of contact 24/7 and no voice mail
- Rapid support for all inquiries
- Precision management and organization of all your documents
- Full visibility with customer access to compliance management etool - one button search for all your shipments
- State-of-the-art technology systems for tracking and tracing
- Confidentiality of all documents
- One invoice for all transactions
- Customized solutions to meet individual customer needs

“ We have had the pleasure of working with the CN Customs Brokerage department for a full year now. They have been extremely helpful in the startup of our Canadian business, from providing advice on goods and services tax, to top-notch customer service in regards to our shipments into Canada. With the high volume of traffic we send into Canada, it's wonderful not having to worry about our shipments incurring charges while awaiting clearance at the border, as CN Customs Brokerage always ensures our product is cleared seamlessly. ”

Sabrina Henn
Customer Service Manager
Superior Silica Sands
Fort Worth, Texas

