


| | |
|---|---|
| <h2>Basic Service</h2> | <ul style="list-style-type: none"> • Estes provides comprehensive direct door-to-door service to and from virtually all of Canada. • Service includes even the most remote areas of Canada. • Freight is delivered on a single Estes freight bill and delivery receipt. |
| <h2>Special Services</h2> | <ul style="list-style-type: none"> • Guaranteed service—get guaranteed quotes for both northbound and southbound Canada shipments through My Estes, by emailing a request to timecritical@estes-express.com or by calling 1-866-ESTES4U (378-3748) and pressing 2. • Volume and truckload service—Estes can handle virtually any kind of cargo including full, flat-rack and flatbed loads. Quotes are available through the Volume/Truckload Rate Request on My Estes, by calling the local terminal or by calling 1-866-ESTES4U (378-3748) and pressing 432. • PFF/KFF—Protect (keep) from freezing service is an accessorial that can be chosen when requesting a rate. Simply make a notation on the Bill of Lading. |
| <h2>Transit Times</h2> | <ul style="list-style-type: none"> • The Transit Time Calculator on our website provides transit times for all standard points to and from Canada. • For beyond points that require special arrangements, you will be instructed to call our rate quote team at 1-866-ESTES4U (378-3748) and press 432. |
| <h2>Rates</h2>  | <ul style="list-style-type: none"> • Getting a rate—rates for Canada shipments can be determined by using My Estes or the LTL rate request on our website, by calling your local terminal or our corporate rate quote team at 1-866-ESTES4U (378-3748) and pressing 432, or by emailing your rate request to northamericanquotes@estes-express.com. Once you have the rate, you can also schedule a pickup online as well. • A border-crossing fee is added at the time of the rate request. • Beyond charges will apply to some of the more remote destinations, primarily in NW Canada. For beyond points that require special arrangements, you will be instructed to call our customer care department at 1-866-ESTES4U (378-3748) and press 432. • Rates for guaranteed shipments can be obtained through My Estes, by emailing a request to timecritical@estes-express.com or by calling 1-866-ESTES4U (378-3748) and pressing 2. • Rates for full, flat-rack and flatbed loads can be obtained through the Volume/Truckload Rate Request on My Estes, by calling your local terminal or by calling 1-866-ESTES4U (378-3748) and pressing 432. |
| <h2>Shipment Pickup Request</h2> | <ul style="list-style-type: none"> • Once you have a rate, submitting a pickup request for a northbound or southbound Canada shipment is identical to submitting a domestic one. You can schedule a pickup through our website or by calling 1-866-ESTES4U (378-3748) and pressing 431. |
| <h2>Customs Brokerage</h2> | <p>The importer will need a customs broker in virtually every case. The importer may be either the consignee or a non-resident importer. If the importer does not have a broker for northbound freight, our Canada specialists can provide a list of brokers. If the importer does not have a broker for southbound freight, we have an in-house broker through Estes Forwarding Worldwide who can be contacted by calling 1-866-ESTES4U (378-3748) and pressing 45. The importer's customs broker can help with any questions about border-crossing documentation.</p> |

| Forms | Northbound (NB) | Southbound (SB) | Purpose |
|--|-----------------------------------|-----------------|--|
| Bill of Lading (BOL) | ✓ | ✓ | The contract between shipper and carrier; include PRO and barcode (if possible) and customs broker's contact information |
| Canada Customs Invoice (CCI) | (required for CAN\$2,500 or more) | N/A | <ul style="list-style-type: none"> • For NB shipments going to Canada • Accompanies shipment from pickup to Customs clearance • May be used for any NB freight regardless of value, but required for CAN\$2,500 or more |
| Commercial Invoice | (if less than CAN\$2,500) | ✓ | The document identifying the buyer and seller of the goods, including all relevant shipping information |
| Certificate of Origin (CTO) or NAFTA CTO | ✓ | ✓ | Used by the customs broker to determine duty rates; A NAFTA version is required if you're claiming NAFTA status |

All forms can be found on www.estes-express.com under the Resources tab.

Certifications

- Estes' Canadian gateway terminals are all Canadian bonded, and Estes is a U.S. Customs bonded carrier.
- Our line-haul and delivery agents are C-TPAT, PIP, FAST, ACE and ACl certified, and Estes is also preapproved for Customs Self-Assessment (CSA).

Emailing Documentation

- **Email address**—estespars@estes-express.com (northbound) and estespaps@estes-express.com (southbound)
- **Timing**—Email your customs documentation no later than the day of pickup and no later than 2:00 p.m. for next-day freight delivery.
- **Limit of one PRO per email**
- **Subject line**—PRO number only; no spaces, dashes or words
- **One attachment per email**—All documents must be in one attachment (PDF or TIF)
- **On the BOL**, include:
 - > **PRO and barcodes**—The eBOL application on My Estes will automatically generate a barcode when you check the "Assign PRO Number" box or enter a preassigned PRO number. You can also ask your account manager for PRO/barcode stickers. Barcodes help to ensure that the freight is processed right away.
 - > **Customs broker's name and contact information**



Shipment Tracking

- You can track **volume and LTL shipments** on the Estes website or by calling **1-866-ESTES4U (378-3748)** and pressing **433**.
- **Time-critical and guaranteed shipments** can be tracked by calling the time-critical team on **1-866-ESTES4U (378-3748)** and pressing **2**. Guaranteed shipments can also be tracked on our website.

ESTES

WWW.ESTES-EXPRESS.COM
1-866-ESTES4U (378-3748) PRESS 43



LTL • TIME CRITICAL • VOLUME & TRUCKLOAD • GLOBAL • CUSTOM SOLUTIONS