

CANADA SHIPPING BASICS

Going the extra mile isn't just what we do—it's who we are



BASIC SERVICE

- Estes provides comprehensive **service to and from virtually all points in Canada.**
- Service includes even the most **remote areas** of Canada.
- Freight is delivered on a **single Estes freight bill and delivery receipt.**

RATES

- **Getting a Rate**—To get a rate quote for your Canada shipment, visit our online [Rate Quote](#) application, call your local terminal or our corporate Rate Quote team at **1-888-588-0750 and press 1**, or email your rate request to northamericanquotes@estes-express.com. Once you have your rate, you can [schedule a pickup](#) through My Estes.
- **A Border-Crossing Fee** is added at the time of the rate request.
- **Beyond Charges** will apply to some of the more remote points in Canada. For beyond points that require special arrangements you will be instructed to call our Customer Care department at **1-888-588-0750** or email our Rate department at northamericanquotes@estes-express.com.

SPECIAL SERVICES

- **Guaranteed Service**—Get Time Critical Guaranteed rate 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. To get a Volume and Truckload rate quote, visit our online [Rate Quote](#) application, call the local terminal, or call **1-866-ESTES4U (378-3748) and press 432.**
- **PPF/KFF**—Protect (keep) from freezing service is an accessorial that you can choose when requesting a rate. Simply make a notation on your Bill of Lading.

SHIPMENT PICKUP

- Pickup Request—Once you've received your rate, **submitting a pickup request for a north bound or southbound cross-border shipment** is identical to submitting one for a domestic shipment. You can schedule your pickup request through [My Estes](#) or by calling **1-888-588-0750 and pressing 5.**

TRANSIT TIMES

- Our [Transit Time Calculator](#) 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 **1-888-588-0750 and press 1.**

CUSTOMS BROKERAGE

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.

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 CAD \$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 CAD \$2,500 or more.
Commercial Invoice	(if less than CAD \$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 Canada bonded, and Estes is a U.S. Customs-bonded carrier.
- Our line-haul and delivery agents are CTPAT, PIP, FAST, ACE, ACI certified and are all pre-approved for Customs Self-Assessment (CSA).

EMAILING DOCUMENTATION

- **Email address** – estespars@estes-express.com (northbound) and estesapps@estes-express.com (southbound).
- **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 ensure that the freight is processed right away.
 - > **Customs broker's name and contact information.**

TIMING

- **Be sure and email your customs documentation no later than the day of pickup and no later than 2 p.m. for next-day freight delivery.**

SHIPMENT TRACKING

- Track your shipment's journey every step of the way with real-time freight status updates, including Stops Away and an Estimated Time of Arrival with our [Shipment Tracking](#) application.



CALL 1-866-ESTES4U (378-3748), PRESS 43 OR
VISIT ESTES-EXPRESS.COM