CANADA SHIPPING BASICS

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

BASIC SERVICE

- Estes provides comprehensive **direct 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 **1-866-378-3748 and press 43**, or email your rate request to northamericanquotes@estes-express.com. For French Canadian assistance, call **1-888-588-0750**. 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 LTL 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**
- **PFF/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
- **Hazmat Shipping**—Be sure to include the required information on the Bill of Lading, as described here

SHIPMENT PICKUP

- Pickup Request—Once you've received your rate, **submitting a pickup request for a northbound 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 **1-866-378-3748 and pressing 431**

CUSTOMS BROKERAGE

In virtually every case, the importer - either the consignee or a non-resident importer - will need a customs broker. If the importer does not have a broker, Estes offers customs brokerage services to help streamline the customs process and make Canada cross-border shipping even easier.

When you choose our customs brokerage services, you can count on our partner brokers to process your required customs information and to track your shipment's status as it moves through customs to ensure proper clearance and reduce delays.

To arrange for Estes to handle your customs brokerage, please call **1-866-378-3748** (and press 434) or email CustomsSpecialistsTeam@estes-express.com.

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)	✔	N/A	• For NB shipments going to Canada. • Accompanies shipment from pickup to Customs clearance.
Commercial Invoice	✔	✔	The document identifying the buyer and seller of the goods, including all relevant shipping information.
Certificate of Origin (CTO) - USMCA	✔	✔	Required for U.S., Canada, or Mexico cross-border shipments of items manufactured in the U.S. or Canada valued at more than $1,200 U.S., or to make items eligible for preferential duty treatment
Certificate of Origin (CTO) - non-USMCA	✔	✔	Required for U.S., Canada, or Mexico cross-border shipments of items manufactured outside the U.S. or Canada, or for items that do not qualify for preferential duty treatment

All forms can be found on our Shipping Forms and Documents page.

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, and ACI certified and are all pre-approved for Customs Self-Assessment (CSA)

EMAILING DOCUMENTATION

- **Email address** – estespars@estes-express.com (northbound) and estespaps@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 to ensure freight is processed right away** – The eBOL application on My Estes will automatically generate a barcode when the Auto-assign PRO Number toggle is set to on or you enter a preassigned PRO number. You can also ask your account manager for PRO/barcode stickers
  - **Customs broker's name and contact information**

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

TIMING

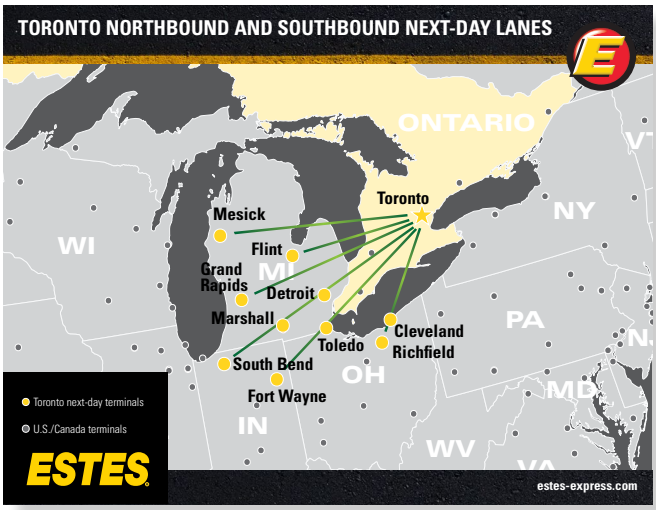
- **Be sure to email customs documentation by the date of pickup (and before 2:00 p.m. for next-day deliveries)**

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**

NEXT-DAY SHIPPING

» You can count on Estes for reliable next-day service into Toronto from key Midwest and Northeast cities, as well as northbound and southbound next-day shipping between Toronto and the Midwest:





- o Albany
- o Allentown
- o Altoona
- o Baltimore
- o Brooklyn
- o Chicago
- o Cincinnati
- o Cleveland*
- o Columbus
- o Dayton
- o Detroit*
- o Edison
- o Elgin
- o Flint*
- o Fort Wayne*
- o Gary
- o Grand Rapids*
- o Hagerstown
- o Indianapolis
- o Indianapolis West
- o Joliet
- o Lehighton
- o Mansfield
- o Marshall*
- o Mesick*
- o Newburgh
- o Norristown
- o Philadelphia
- o Pine Brook
- o Richfield *
- o Rochester
- o Scranton
- o South Bend*
- o Syracuse
- o Toledo*
- o Williamsport
- o Wilmington
- o Winchester

**Terminals that also offer southbound next-day shipping from Toronto.*

» We offer reliable next-day LTL shipping into Montreal when shipping from key Northeast terminals, including:



- Albany
- Allentown
- Bangor
- Billerica
- Boston
- Brooklyn
- Chicopee
- Cinnamonson
- Edison
- Jersey City
- Lehighton
- Methuen
- Montpelier
- New Haven
- Newburgh
- Norristown
- Philadelphia
- Pine Brook
- Portland
- Rochester
- Rockingham
- Scranton
- Seekonk
- Syracuse
- Thorofare
- Wilmington, DE
- Winchester
- Worcester

» Experience daily next-day service into Windsor when shipping from these upper Midwest terminals:



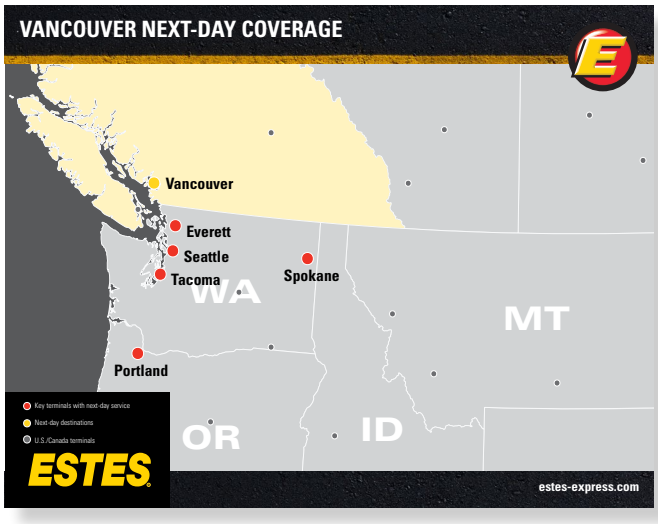
- Chicago
- Cincinnati
- Cleveland
- Columbus
- Dayton
- Detroit
- Elgin
- Flint
- Fort Wayne
- Gary
- Grand Rapids
- Indianapolis
- Indianapolis West
- Joliet
- Mansfield
- Marshall
- Mesick
- Richfield
- South Bend
- Toledo

» Estes also offers reliable next-day service into London when shipping from these upper Midwest terminals:



- o Cincinnati
- o Cleveland
- o Columbus
- o Dayton
- o Detroit
- o Flint
- o Grand Rapids
- o Indianapolis
- o Indianapolis West
- o Mansfield
- o Marshall
- o Mesick
- o Richfield
- o Toledo

» We offer next-day coverage to Vancouver from key Pacific Northwest terminals:



- o Everett
- o Portland
- o Seattle
- o Spokane
- o Tacoma