CANADA CROSS-BORDER PROCESS

Quick and Seamless Southbound Service

AUTOMATED COMMERCIAL ENVIRONMENT (ACE)

ACE is the U.S. Customs and Border Protection (CBP) system requiring electronic transmission of all southbound documentation for processing prior to freight arrival at the border. To complete an ACE electronic manifest (eManifest) for a shipment, the freight must first receive Pre-Arrival Processing System (PAPS) clearance.

PRE-ARRIVAL PROCESSING SYSTEM (PAPS)

PAPS is a procedure used to process customs paperwork for shipments before they reach the U.S./ Canada border, speeding their entry into the U.S.



Which documents are required to receive PAPS clearance for your southbound shipment?

- Bill of Lading
- Commercial Invoice
- Certificate of Origin (CTO) or USMCA (CTO)

To ensure your southbound freight shipment receives PAPS clearance:

- Email your customs documents to estespaps@estes-express.com as soon as you have them ready
- Send one email per PRO Number and be sure to combine all the customs documents related to that PRO into a single attachment (PDF or TIF format); your BOL should be the first page
- For your email subject line, type your 10-digit PRO Number only (no spaces, dashes, or words)
- Do not include any shipment details in the body of your email
- Be sure to send your documents by the time of pickup, or by 2:00 p.m. on the day of pickup for next-day freight
- Present a copy of your documentation to your driver at the time of pickup

On your shipment's BOL, be sure to include:

- **Your PRO Number and barcodes:** The My Estes Bill of Lading application will automatically generate a barcode when the Auto-assign PRO Number toggle is set to on or when you enter a preassigned PRO number; you can also ask your Estes account manager for PRO/barcode stickers

Need help? Send us an email at Canada@estes-express.com
or call 1-866-ESTES4U (378-3748) and press 43 to speak to a Canada specialist.
For French Canadian support, call 1-888-588-0750.

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- **Customs broker details:** Your BOL should prominently indicate the name of your customs broker, as well as their contact information

Once Estes receives your scanned documentation, the process of clearing your shipment with U.S. Customs can begin. Timely document submissions help ensure your freight will not be delayed.

CUSTOMS BROKERAGE

A customs broker is required for nearly every cross-border shipment, but usually the importer (either the consignee or a non-resident importer) chooses the broker. In order to streamline the process of cross-border shipping, Estes offers customs brokerage services that can eliminate the need to search for an external broker.

Our partner brokers can serve as your expert connection to U.S. Customs—working on your behalf to get your cross-border shipment where it needs to go. You can count on our 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 x434 or email us.

24/7 SUPPORT

We also have dedicated Border Concierges available seven days a week, 24 hours a day to help facilitate your cross-border shipping experience! For assistance,
email CustomsSpecialistsTeam@estes-express.com.

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