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Frontier offers an expert team of Custom Brokerage Specialists. We pride ourselves on our ability to deliver a customer first approach where we are able to meet all your organization’s needs. Through our personalized approach we have optimized our communication channels by assigning your organization one specific point of contact. We use our “one client one team” approach which saves time as your organization has a clear point of contact. This approach also allows both organization to form relationships quickly and easily we repeat contacts.

Our centralized customs release teams have dedicated employees that oversee specific accounts. This enables us to have consistent communication with you and your carriers and we gain an intimate knowledge of your products, needs and expectations. This also allows Frontier to create and manage your parts database

With our team of dedicated trade compliance specialists we are able to offer services that provides importers with the ability to improve their trade processes. These expert services will ensure your organization stays compliant with border protection and helps you avoid costly penalties. Do we assign tariff if they aren’t on TMS???

Before flowing through our Trade Consulting team, your Account Manager will manage the day-to-day review of your customs releases for all imports and exports. They will gain a comprehensive knowledge of your product and the specific needs of your shipments. They manage a team of 3-5 Integrated Service Representatives (ISR) of which one of these people will be you direct contact for all orders and processing. Your ISR will create and manage a relationship to ensure they get to know all the ins and outs of your business.

Because Canada Border Services Agency (CBSA) and US Customs and Border Protection (US-CBP) prefer that customs releases be transmitted electronically, there is no longer a need for customs brokers to have a physical presence at every border crossing and port. This allows Frontier to centralize our customs release department in Winnipeg. This strategy eliminating the need for multiple offices and additional overhead. The reduction in additional overhead permits Frontier to be very competitive with our customs brokerage pricing. Our customs release system and software allow your brokerage team to submit your information the quickest way possible, ensuring there are no delays at the border.

**Services**

**US Freight Forwarding**

Frontier will assist in the delivery of your goods on a global scale with our extensive network of ocean and air carriers and our in-house export professionals. We can customize our systems to every client’s individual needs, providing you with personalized services at the best rate. Your organization will have peace of mind knowing that we will arrange and manage the freight-forwarding, consolidation, deconsolidation, and distribution of your goods throughout the entire process.

How it Works:

* Frontier will work with your business to determine your international ocean freight needs and establish the best methods and transport cycles for your goods.
* International agents schedule and secure transportation for your product through either LCL consolidations or Container load shipments.
* Frontier can handle all international paperwork and processing to ensure your supply chain moves efficiently, protect against delays and penalties, and ensure goods are released in a timely fashion

**Customs Clearance**

Frontier offers 1 on 1 Service and Support with a designated service representative. This representative is backed by a team of knowledgeable staff to help handle all of your cross border paperwork. This ensures that you deal with an expert who knows your business, goods, and needs as well as the ins and outs of North American Customs procedures. Customers can rely on Frontier's expertise to expedite US Customs clearances, as well as our knowledge and accuracy helps prevent shipment hold-ups.

**Web Tracker**

Web Tracker allows all US shipments processed by Frontier to be monitored and easily accessed by both importers and exporters. Web Tracker’s flexibility can trace shipments that were sent by ocean, air, truck, rail and PAPs to ensure clients are able to transport their orders with the utmost convenience. Clients are able to check the status of their entries or track their shipments at their own convenience. Web Tracker also allows easy access to printable copies of statements and invoices.

Web Tracker was designed with time efficient tactics in mind and the ability to pull and execute reports with the click of a button no matter where you are.

# Trade Compliance

Customs rules and regulations are always being updated. That's part of what makes them complicated. A proactive approach to customs compliance can help your organization ensure compliance and avoid costly penalties.

Frontier offers many services that provides importers with the ability to improve their trade processes by having access to our dedicated team of trade complain specialists.

These services will provide expert up-to-date information on continually changing Customs and Security requirements to facilitate lower trading costs, minimize the risk of costly penalties and strengthen relationships with various trade partners.

**Frontier Offers a Full Range of Trade Compliance Services:**

* Duty Drawback
* Duty Recovery
* Tariff Valuation
* Database Maintenance
* NAFTA Recovery
* Complementary Desk Audits
* TMS – Trade Management Services
* BKIP – Broker Known Importer Program

**C-TPAT**

Frontier has the expertise to help your organization gain Trusted Trader status through C-TPAT. C-TPAT is a voluntary, joint government-business partnership led by US customs with the goal of improving the security of private companies' supply chains. Through our certification process Frontier will walk your organization through the steps in gaining Supply Chain security.

**Canadian Services**

**Customs-self assessment**

The Customs Self-Assessment (CSA) program is designed for low-risk, pre-approved importers, carriers and registered drivers. To take advantage of the program, CSA-approved importers and carriers must use a registered driver to carry CSA-eligible goods into Canada in the highway mode. The CSA is a pre-approval commercial program that simplifies the import requirements for low-risk shipments. Linking your business system with CBSA and joining the CSA program allows your business to eliminate individual customs clearance, avoid filing amending entries, and reduces keystrokes for your customs broker which will provide significant cost-savings for your business.

**Non-resident importer**

If you are a US or other foreign business looking to improve sales in Canada you will want to look into the Non-Resident Importer (NRI) program. NRI allows your firm the same advantages as Canadian importers without having physical facilities in Canada. This reduces your supply chain expenses and gives you a sales advantage.

**Benefits**

**Standard Benefits of Frontier’s Customs Brokerage Services**

* One Team, One client approach with personalized service
* 24/7 service and coverage at all border crossings across the Canada-US Border
* Multiple invoicing options to keep accounting practices consistent
* Your dedicated Business Development Manager, \_\_\_\_\_ will always service the account, to ensure you are always up to date with customs/logistics programs and happy with all of Frontier’s services

**Freight forwarding advantages**

* Frontier provides competitive consolidation and container load rates
* Reduce costs with LCL, import, export, and buyer consolidations
* Quick fulfillment with affordable international ocean shipments
* We streamline all customs processing to improve transparency and delivery times

**Customs clearance advantages**

* Saves time knowing exactly who to contact
* Frontier creates valuable relationships between your organization and our staff
* Constant education on your customs processes
* Fast updates regarding your goods

**Web Tracker advantages**

* Clear tracking of where your goods are
* Easy to use online system that saves time

**Trade compliance advantages**

* Potential reduction in financial penalties and fines
* Reduction in border delays and increased supply chain reliability
* Reduction in internal operating costs
* Reduced customs costs and improved access to duty rebates
* A reduction in brokerage fees and an elevation of business reputation with authorities

**C-TPAT advantages**

* Shorter wait times at the border
* Reduce border wait times
* Avoidance of Demurrage charges
* Assignment of a Supply Chain Security Specialist to the company
* Access to the Free and Secure Trade (FAST) Lanes at the land borders
* Access to the C-TPAT web-based Portal system and a library of training materials

**Customs-self assessment advantages**

* simplifies importing requirements
* Eliminate individual customs clearance
* Reduces work for your Customs Broker resulting in cost savings

**Non-resident importer advantages**

* Same advantages as CSA except you don’t need a facility in Canada