



## **Guides to Frontier North America & Frontier Supply Chain Solutions group emails (not comprehensive)**

Below are notes on when to use certain group emails, and which groups are included in those group emails. The intent of this page is to help select the correct email group whenever possible.:

### **Frontier SCS uses the following groups:**

- **Imports**
  - Imports into Canada
- **PARS**
  - Transborder imports into Canada
- **Teams 1-9**
  - Except for team 6, these are individual work groups under the Imports and PARS blankets
  - Team 6 is the international freight forwarding team, into and out of both Canada and the US
- **Support**
  - IT issues and questions in both Canada and the US

### **Frontier North America uses the following groups:**

- **ISF Desk**
  - All groups except for Accounting in the US
- **PAPS**
  - Transborder shipments into the US
- **Teams 12-14**
  - Imports into the US (all 3 teams)
  - Exports from the US (team 14 only)

**Here is a list of which groups are included under broader group emails:**

- [imports@frontierscs.com](mailto:imports@frontierscs.com)
  - o Team 1: [frontier1@frontierscs.com](mailto:frontier1@frontierscs.com)
  - o Team 2: [frontier2@frontierscs.com](mailto:frontier2@frontierscs.com)
  - o Team 5: [frontier5@frontierscs.com](mailto:frontier5@frontierscs.com)
  - o Team 7: [frontier7@frontierscs.com](mailto:frontier7@frontierscs.com)
  - o Team 8: [frontier8@frontierscs.com](mailto:frontier8@frontierscs.com)
  - o Team 9: [frontier9@frontierscs.com](mailto:frontier9@frontierscs.com)
- [pars@frontierscs.com](mailto:pars@frontierscs.com)
  - o Team 1: [frontier1@frontierscs.com](mailto:frontier1@frontierscs.com)
  - o Team 2: [frontier2@frontierscs.com](mailto:frontier2@frontierscs.com)
  - o Team 5: [frontier5@frontierscs.com](mailto:frontier5@frontierscs.com)
  - o Team 7: [frontier7@frontierscs.com](mailto:frontier7@frontierscs.com)
  - o Team 8: [frontier8@frontierscs.com](mailto:frontier8@frontierscs.com)
  - o Team 9: [frontier9@frontierscs.com](mailto:frontier9@frontierscs.com)
- [isfdesk@frontierscs.com](mailto:isfdesk@frontierscs.com)
  - o Team 12: [frontier12@frontierscs.com](mailto:frontier12@frontierscs.com)
  - o Team 13: [frontier13@frontierscs.com](mailto:frontier13@frontierscs.com)
  - o Team 14: [frontier14@frontierscs.com](mailto:frontier14@frontierscs.com)
- [paps@frontierscs.com](mailto:paps@frontierscs.com)
  - o Team 13: [frontier13@frontierscs.com](mailto:frontier13@frontierscs.com)
  - o Team 14: [frontier14@frontierscs.com](mailto:frontier14@frontierscs.com)

Please be aware that if you are using one of the blanket groups, there is no need to also include any group covered by that blanket group. For example, if sending to [isfdesk@frontierscs.com](mailto:isfdesk@frontierscs.com), there is no need to include [frontier12@frontierscs.com](mailto:frontier12@frontierscs.com) as well.

**There are other group emails in use, and the more commonly seen groups are as follows:**

- [support@frontierscs.com](mailto:support@frontierscs.com)
  - o This is our IT group. This email is for use on any IT related questions or issues
- [Frontier6@frontierscs.com](mailto:Frontier6@frontierscs.com)
  - o This is our international freight forwarding group. This email is for use on any questions related to physical movement of freight between countries.
- [welcome@frontierscs.com](mailto:welcome@frontierscs.com)
  - o This is for new account questions for Frontier North America. If anyone is looking for a US Customs Broker, or help exporting from the US, this would be the group email to give them.