Frontier Terminology List

	TERM	USES BY	DEFINITION
A	ADD Bills	Billing Department	A second invoice that is created to cover charges that werent on original invoice.
B	BOL	Common Term	This term stands for Bill of Lading, which is a document that acknowledges receipt of the goods and establishes the terms and conditions of a contract between a shipper and a carrier.
	Backhauls	Common Term	This term is referring to a truck filling up instead of running empty.
	BobTailing	Common Term	Tractor driving with no trailer.
	Border Connect	Operations Department & Logistics'Department.	Web-based software used to create ACI or ACE e-manifests for carriers.
C	Canada Life	Full Time Canadian Employees	Pension Plan.
	Cargowise	Export or PAPS Department in our Seattle facility & IFF Department	Customs brokerage software used to clear customs entries for shipments coming into Canada from the USA.
	Carrier Logistics	Logistics Department	Desktop software used to create and process shipments that are involved in Frontier Logistics.
	CERS	Operations Department & IFF Department in Vaughan	A web portal created by CBSA used to create export declarations for shipments exporting from Canada to an overseas country.
	Chubb	Canadian Employees	Accidental Death and Dismemberment Insurance.
E	EFAP	Full Time Canadian Employees	The Employee Family Assistance Program which is part of our benefit package for those who are enrolled.
F	Fleet Complete	Logistics Department	This is a web-based software used to track local drivers/fleet.
	Frontship	Warehouses (CA & US)	A desktop software used to relabel or create shipments.
G	Great Plains Dynamics	Finance Department	A software that is used for all accounting transactions.
H	Human Interest	US Employees	A 401K pension plan where your employer will match your contribution.
	HUB	Human Resources Department	An insurance broker that helps us choose our benefit plans.

I	*Ibex*	*Human Resources Department*	The Canadian Payroll Provider with automatically calculation of employee's pay from hours, all applicable earnings, benefits, and deductions.

K	*Keep Truckin*	*Long Haul Drivers & Logistics Department*	A web-based/App software that is mandatory for drivers to have. It is used to track e logs and safety ratings.

L	*Load Link*	*Logistics Department*	A third party software that simplifies the freight-matching experience by letting you post your available trucks in seconds.

M	*MSR / Descartes*	*Operations Department / Compliance Department / Billing Department / Accounting Department*	A web-based software formerly known as MSR. This is our customs brokerage software used to clear customs entries with CBSA for shipments coming into Canada from the USA. There is also a desktop version of the VI software.
	MS Outlook / Microsoft Outlook	*Common Term*	MS Outlook is a platform used to manage emails, schedule meetings, add tasks and more to help with your daily duties. Available either as a web version or a desktop version.
	MS Excel / Microsoft Excel	*Common Term*	MS Excel is a platform used to manage spreadsheets, data visualization, as an analysis tool and more to help with your daily duties. Available either as a web version or a desktop version.
	MS Teams / Microsoft Teams	*Common Term*	MS Teams is a platform used for virtual meetings and chats internally between employees, including monthly Frontier SCS` meetings . Available either as a web version or a desktop version.

N	*NWEM*	*US Employees.*	Medical and Vision Benefits. NWEM stands for Non-Weather Emergency Message.

O	*OFS*	*Common Term*	This is a unique order #, its an order that can contain multiple PFS's.

P	*PAPS*	*Common Term*	The term stands for Pre-arrival Processings System. PAPS is used for tracking in Canada and USA.
	Probills	*Operations Department & Logistics Department*	Unique tracking number for each shipment.
	Pharmacare	*Canadian Employees*	Additional drug coverage that an employee may be eligible for. This is not part of our plan but is offered through the provincial government.
	Principal Dental	*US Employees*	Dental Insurance.
	PARS	*Common Term*	The term stands for Pre-arrival Processings System, used in Canada and USA. PARS is a type os shipment control number used for pre-arrival review system.
	Paychex	*Human Resources Department*	A web-based software used to do US payroll.

	PFS	**Common Term**	An unique probill number #, use as a Frontiers tracking number.
	POD	**Common Term**	The term stands for Proof of Delivery. POD is a receipt signed by the customer, confirming the fact of receiving customer`s shipment.
	Power BI	**Accounting Department**	Microsoft Power BI is a data and analytics reporting tool, which is used for creating custom reports.

S	**SOP**	**Common Term**	SOP stands for Standard Operating Procedure. Set of step-by-step instructions compiled by an organization to help workers carry out routine operations.
	Sun Life	**Canadian Employees**	Group Health Insurance Plan.

T	**TextNow**	**Logistics Department**	Texting app used to communicate with drivers through their cell phones.
	Tracking Server	**Operations Department & Logistics Department**	Web-based software created by our own IT department that is linked to Accellos One (A1), for updating tracking status and shipment notes.

V	**Verizon Reveal**	**Logistics Department**	A web-based program that keeps track of our trucks and trailers as well as update our fleet services. Through this program we are able to generate geo fence records and speeding records.
	Vtiger	**Sales & Marketing Department**	A Customer Relationship Management software to help manage contact with existing and potential clients.

W	**Webtracker**	**Operations Department & Logistics Department**	An internal web-based program created by our own IT department that is linked to Accellos One (A1), for tracking shipment movement and scans.
	Webship	**Operations Department & Logistics Department**	An internal web-based program created by our own IT department that is linked to Accellos One (A1), for creating shipments and producing shipping labels.

###	**3PL**	**Logistics Department & Warehouse**	This is a web-based program that is used to manage and process orders for pick and pack customers. It is also used to monitor returned inventory in the warehouse.