

Take the right Route

News and Views for the clients of Universal Logistics • Spring 2002

What's your opinion?

Please take a moment to complete the following survey, just one example of our continuing effort to acquire new insights on the needs and expectations of our valued clients.

You do not need to indicate your identity. However, to be entered in our draw for a gift

basket, you must indicate your name and company. You can also win a bonus gift by being the first to complete and forward a survey.

So don't wait.
Fax us (905-882-2250) your completed survey today!

See "We value your feedback" on page 2



Industry Roundup

International wood packaging guideline adopted

The International Plant Protection Convention will soon issue new wood packaging guidelines that are similar to the current European Union import requirements for softwood wood packaging.

Two treatments have been approved: heat treatment (where the wood core reaches a thermal temperature of 56 degrees Celsius for a minimum of 30 minutes) and methyl bromide fumigation. Other treatments are under review, but currently lack scientific verification.

Canada will comply by updating the Canadian import requirements for wood packaging; the Canadian Wood Packaging Certification; the Canadian Lumber Export Certification Program; and the Canadian Fumigation Certification Program.

Container targeting to enhance security

In an effort to enhance security at North American marine ports, Canada and the U.S. have agreed to exchange information and officers.

The exchange is being made at the ports of Vancouver, Montreal, Halifax, Seattle-Tacoma and Newark to target marine containers destined for either country at their first port of arrival into North America.

Canadian customs officers will pre-screen and examine containers arriving from abroad at U.S. ports that are destined for Canada, while U.S. customs officers will target containers arriving in Canada destined for the United States, thereby eliminating the need to re-examine the containers at the shared border.

See "Canada moves toward high-tech border" on page 2

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Chris Cartan, Account Representative

Company Corner

New agent in Antwerp/Rotterdam

Our new agent in Antwerp/Rotterdam is Navis. We made the switch to build on our long-standing relationship with Navis (our partner in Germany since 1980) and to take advantage of the improved service the company can provide because it now has separate offices in Belgium and The Netherlands.

Sales team expansion

Continuing strong demand for our services has prompted us to add Pamela Reid to our sales team as an Account Representative responsible for international import and export transportation services. She brings to her position many years of experience as a Logistics Coordinator for a multi-national freight forwarder and customs broker and a sales representative for two well-known steamship lines.

We value your feedback

I have been a client of Universal Logistics for:

- 1 year or less:
 2 years:
 3 years:
 4 years:
 5 or more years:

I use Universal Logistics' transportation services:

- Yes No

I use Universal Logistics' customs clearance services.

- Yes No

I use Universal Logistics' transportation and customs clearance services in combination.

- Yes No

I would use both transportation and customs clearance services if the combined services reduced my costs and transit times.

- Yes No

I value the service I receive through the *Client Care* program, Universal Logistics' term for Client Relationship Management.

- Strongly agree
 Agree
 No opinion
 Disagree
 Strongly disagree

I have been visited or called by my *Client Care* representative in the last 3 months.

- Yes No

Rate the importance of the following services to your company, with 5 being the highest rating and 1 being the lowest rating:

Planning and guidance on AMPS and Customs Assessment Reviews

Application of Line Release options (PARS, FIRST) provided by Customs to pre-arrange release and avoid border delays

On-line form completion (Canada Customs Invoice – CCI; NAFTA Certificate of Origin)

Centralized rating and billing to ensure consistent, accurate entry accounting with Customs via electronic communication (CADEX)

Centralized research on product classification and rates of duty under the Harmonized Tariff, including application for National Customs Rulings (NCRs)

On-line access to your *Client Tariff Resume*

Consultation on NAFTA origin eligibility; Certificate of Origin preparation and renewal management

GST expertise, including, rebates and non-resident issues; excise duty and tax consultation: GST Direct Payment Options

Post-audit services, including entry review, refund, amend and drawback filing

Guidance on transport modes, routings and pricing for all your international shipping

Weekly-scheduled ocean consolidations to and from the U.K., Europe and Asia via Conference carriers; LCL and FCL services worldwide

Worldwide air services with regularly scheduled consolidations to and from the U.K.

Reliable, competitive trucking services provided to and from all points within North America

Order Processing: tracking purchase orders from order placement to shipment booking

Regular *enRoute Updates* with shipment details and up-to-date transit status

On-line shipment tracking and tracing

Consultation on international regulations, letters of credit, Incoterms and country-specific documentation requirements

Expertise in insurance liabilities and loss prevention; full insurance coverage; shortage and damage claim services

Freight audit services, including invoice reviews, costing and routing recommendations

Complete freight management and reporting services

Proactive announcements on industry changes that may affect your business

I have used Universal Logistics' web based interactive services, such as full tracking and tracing of shipments 24/7.

- Yes No

I have reviewed my *Client Tariff Resume* in the last six months.

- Yes No

I have checked the web site for *Trade Alerts and Client Updates* placed on the Home Page to provide instant updates of top priority industry and company news.

- Yes No

I have signed up for *E-mail Alerts!*, issued to provide instant updates on top priority industry and company news.

- Yes No

I understand the implications of the Administrative Monetary Penalty System (AMPS), now scheduled for implementation by the Canada Customs and Revenue Agency this fall.

- Strongly agree
 Agree
 Disagree
 Strongly disagree

I would value a seminar on AMPS, provided the cost was in line with typical seminar fees.

- Yes No

I am interested in receiving seminars on the following topic(s): _____

Please provide the following information if you would like to be entered in our draw for a gift basket. Remember you can also win by being the first to submit a completed survey. We also welcome unidentified submissions.

Name: _____

Company: _____

Telephone: _____

Fax: _____

Industry Roundup

Canada moves toward high-tech border

Canada has moved a step closer to the creation of a high tech border with the announcement of new equipment purchases. Plans call for the purchase of 10 units of high-energy x-ray equipment, truck mounted mobile x-ray systems and stationary cargo/pallet x-ray systems for marine, air and highway ports across Canada.

Grace period for AMPS extended

The Canada Customs and Revenue Agency (CCRA) has extended the grace period for AMPS (Administrative Monetary Penalty System) from April 2002 to October 7, 2002.

The extension is necessary because both the CCRA and the importing community need more time to prepare for the legislation, which will impose a more diligent approach to enforcement with potentially severe penalties for even a single infraction.

Importers now have the benefit of additional time to ensure their internal systems are fully compliant under all CCRA regulations.

At Your Service

Chris Cartan has joined our Client Relations team. He brings to his new position extensive operations and sales experience gained during the twelve years he has worked with Universal Logistics. Chris is a Qualified Customs Broker and holds the CIFFA Certificate of Proficiency.



Chris Cartan
Account Representative

Route

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