

Take the right Route

News and Views for the clients of Universal Logistics • Winter 2001

NAFTA compliance made easy

Are you claiming the benefits of reduced duty under NAFTA regulations? Then you must have a valid NAFTA Certificate of Origin. Anything less is not an acceptable document for proof of origin for goods originating in Canada, USA or Mexico.

NAFTA Compliance is more important than ever because Customs is expected to implement in October the Administrative Monetary Penalty System (AMPS). For example, if you don't have a copy of the NAFTA Certificate when claiming preferential treatment, the penalty per request from Customs will be 1st- \$1,000, 2nd- \$5,000, 3rd- \$10,000 and \$25,000 for subsequent requests.

See where you stand by asking us for a NAFTA Certificate of Origin Status Report. It lists all of your USA/Mexico vendors currently on file with Universal Logistics, along with the current Tariff Treatment applied and whether or not a 2001 Blanket NAFTA Certificate of Origin is on file.

See "Exclusive" on page 2

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Universal Logistics Account Representative Carlos Torres made a special trip to London, England to ensure delivery of an important shipment.

Going above and beyond

Many companies claim they will go the extra mile for a client. How many would go an extra 7,118 miles? That is exactly what Universal Logistics did when a client had a special rush delivery of industrial fasteners to London, England.

It all happened within 12 hours and we sent along Carlos Torres, our Account Representative for UK and Europe Sales, to ensure the delivery was completed on time.

The goods were required urgently to avert a production shut down at a major UK manufacturer. Had the goods been sent via the commercial stream there would have been at least a 24-hour delay for documentation and customs formalities. Carlos delivered the goods into the hands of an awaiting UK customs officer who had been pre-alerted and was standing by. After an immediate release by customs, the goods were on route to their destination.

"Our number one priority has always been to meet the needs of existing clients, even if it means taking extraordinary steps," explains Mark Glionna, Vice President – Client Relations. "Now we are putting an even stronger emphasis on service through our *Client Care* Program."

Based on Client Relationship Management (CRM) principles, *Client Care* brings together the people, processes and technology that empower Universal Logistics clients by providing timely, integrated and actionable information.

CLIENT CARE

In short, that means clients will enjoy five key benefits achieved by combining their product knowledge and business requirements with our logistics expertise, including Transportation, Customs and Distribution :

- * An integration of client needs with Universal Logistics operating systems
- * Client business objectives are met on time and on budget
- * Clients have the peace-of-mind that comes with knowing they are in compliance with today's dynamic legislative and regulatory framework

See "*Client Care*" on page 2

Midcontinent Truck Terminal closure

Our Toronto "Queensway" branch office at the Midcontinent Truck Terminal (MCTT) officially closed December 1, 2000. This step was necessary because the owners of the MCTT plan to cease operations on or before March 31, 2001, and all tenants must vacate the premises by that date.

Our Queensway staff, Linda Rowe (Branch Manager) and Cindy Feltham, relocated to our Toronto Airport branch on December 1. "The transition to our new location was smooth and efficient," reports Linda.

"Arrangements have been made to ensure shipments arriving at MCTT prior to March 31, 2001, will be looked after from our Airport branch office with the same high level of service our clients came to expect on Queensway clearances," says Brian Rowe, General Manager – Customs & Consulting.

It is expected that freight formerly destined for MCTT will be routed for clearance to other customs offices, either at the border or inland, after March 31. Regardless of clearance point, Universal Logistics will be at your service.

For more information, contact Brian Rowe (Telephone: 905-882-4880) or Linda Rowe (Telephone: 905-676-2763).

New appointments

Tony Darmanin has joined our Toronto Airport team as Supervisor – Airfreight Services. At Head Office, David Lychek has been promoted to Manager – Ocean Services, and, Brian Rowe has been promoted to General Manager – Customs & Consulting.

AMPS Delayed

The Administrative Monetary Penalty System (AMPS), originally scheduled by Canada Customs for implementation on April 1, 2001, will be delayed until October 29, 2001.

Ocean freight rates jump

Conference carriers have announced that general rate increases have been imposed for eastbound and westbound North Atlantic services.

The increases are necessary to offset increased costs in labour, services, materials and equipment. In addition, Fuel Surcharges and Canadian Terminal Handling Charges have been increased.

Additional increases are scheduled for April 1, 2001 and October 1, 2001.

For more information on ocean freight rates, please contact Paul Glionna, General Manager – Transportation (Tel: 905-882-4880; Email: pglionna@universallogistics.ca)

GST Direct Payment Program

Don't forget that the GST no longer needs to be remitted to Canada Customs on a transaction by transaction basis. Instead, importers can sign up for the GST Direct Payment Program and pay GST on import transactions directly to Canada Customs on a monthly basis.

We help out by providing, on or about the 25th day of each month, a statement detailing GST payable on import transactions from the 25th of the previous month to the 24th of the current month. You then provide a cheque to us, payable to the Receiver General For Canada, which we will submit on the last working day of the month.

For more information on the GST Direct Payment Program, please call Mark Glionna, Vice President – Client Relations (Telephone: 905-882-2250; Email: markglionna@universallogistics.ca)

Exclusive NAFTA Certificate Service *continued from page 1*

When contacting your vendors for 2001 NAFTA Certificates of Origin, a blanket period of 01/01/01 to 31/12/01 should be requested to eliminate the need for multiple certificates per calendar year. This also simplifies the process for future renewals, as all certificates will expire on the same date.

If you don't have time to contact your vendors, take advantage of our NAFTA Certificate Service. Then you will have the peace of mind that comes with knowing your USA/Mexico vendors have been contacted by our specially trained staff, all necessary Certificates have been obtained, and you are in full compliance.

On receipt of your 2001 Blanket NAFTA Certificates of Origin, we will:

- * Review each Certificate for accuracy and advise if any changes are required (conducted directly with your supplier if Universal Logistics obtains your NAFTA Certificates)

- * Update your tariff data to ensure the lower NAFTA rates of duty are applied

- * Maintain a complete file of all blanket certificates to simplify future renewal processes

For more information on our exclusive NAFTA Certificate Service, please call Brian Rowe, General Manager – Customs & Consulting (Telephone: 905-882-2250; Email: browe@universallogistics.ca)

Client Care *continued from page 1*

- * Clients are actively involved in service scheduling and frequency of contact is discussed proactively

- * Clients receive a written report of action items resulting from each service meeting, allowing evaluation and confirmation of follow-up tasks

For more information on *Client Care*, please call Mark Glionna, Vice President – Client Relations (Telephone: 905-882-2250; Email: markglionna@universallogistics.ca)

At Your Service

Linda Rowe, our new Toronto Airport Branch Manager, brings 25 years of experience with Universal Logistics to her new position. Previously Branch Manager of our "Queensway" office, Linda looks forward to serving your customs brokerage needs from her new location.



Linda Rowe
Branch Manager - Toronto Airport

Route

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