

An aerial photograph showing a two-lane road winding through a dense green forest. Four white semi-trucks are driving away from the viewer on the right side of the road. The text is overlaid on the left side of the image.

# Canadian Customs: What U.S. Exporters Need to Know to Keep Shipments Moving

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Banff National Park, Alberta

# Introduction



Every day more than [\\$700 million](#) worth of goods leave the United States for the Canadian market. These shipments include everything from oil and gas to industrial machinery, to agricultural products, to clothing purchased online. While shipments represent a wide array of industries, all have one thing in common—the Canadian customs process. Every product imported into Canada must successfully navigate the customs clearance process.

The customs process is managed by the Canada Border Services Agency (CBSA). This is the agency responsible for overseeing the flow of goods to-and-from Canada.

CBSA requires specific documentation for all shipments, including invoices and detailed product information. A shipment must have a proper tariff classification code assigned, for example, and its “country of origin” identified. This information usually needs to be submitted in advance and electronically. Low-value and often eCommerce shipments that do not need extensive documentation are an exception.

CBSA also collects duties and taxes on behalf of the Canadian government. And, the agency enforces import requirements on behalf of additional government agencies. Health Canada, for example, oversees imports

of medical devices and medications. These agencies are called “partner government agencies” (PGAs), or “other government departments” (OGDs).

The Canadian customs process can seem overwhelming. It is complicated, and a shipper needs to make sure all requirements are met. Keep in mind though, thousands of shipments successfully cross the border each day. There is plenty of help available to answer questions and explain the process.

Many businesses enlist an experienced [customs broker](#) to manage the process on their behalf. Canada’s Office of the Auditor General found [almost 70%](#) of shipments entering Canada used a customs broker. Important to note though, while a customs broker may manage the process on an importer’s behalf, the importer remains liable for the accuracy of all information submitted to CBSA.

Businesses can also rely on the CBSA website. The website offers detailed and updated information about the customs clearance process. CBSA’s [“Importing commercial goods into Canada”](#) manual provides a step-by-step overview of the customs process. Another option for U.S. businesses is the International Trade Administration, which publishes a [“Canada Country Commercial Guide.”](#) The Commercial Guide provides a good overview of the Canadian business market, along with customs requirements and procedures.

An experienced Canadian logistics partner can also help with the clearance process. Logistics companies that specialize in [U.S.-Canada cross-border shipping](#) will understand Canadian customs requirements. An experienced company will also know the best strategy for each shipment. For example, eCommerce packages that enter Canada via an express courier may be able to avoid taxes and duties. If that same shipment uses a different shipping service, it will lose that eligibility.

Purolator Inc. is an established leader in helping businesses navigate the cross-border process. Ontario-based Purolator offers an extensive portfolio of freight, courier, and hybrid solutions that ensure fast, seamless delivery from the U.S. into Canada. In addition, Purolator offers customs guidance, including several online tools that facilitate the compliance process. The [Purolator Trade Assistant](#) allows U.S. businesses to quickly identify Canadian tariff codes. Shippers can also benefit from Purolator’s [team of experienced personnel](#) and network of customs brokers. Purolator’s customs-related offerings facilitate the clearance process and bring U.S. businesses a step closer to the Canadian market.





## Three weeks to reach Canada? Why cross-border shipments need a Canadian logistics strategy

It's a story that happens all too often. Global power tool manufacturer TTI Milwaukee Tool was shocked to learn that shipments from its Mississippi distribution center would take 3 weeks to reach the Canadian market. That was about 2 weeks longer than expected and threatened to seriously disrupt the company's supply chain. In addition, TTI's suppliers relied on multiple logistics partners, none of which seemed especially accountable or capable of end deliveries within Canada.

When TTI reached out to Purolator, it found the solution it needed. Purolator developed a comprehensive strategy that ensures end-to-end management of all shipments with guaranteed on-time deliveries throughout Canada. Integral to Purolator's solution is the powerful combination of its U.S. capabilities and a comprehensive courier network that provides coverage throughout Canada. Shipments reach their Canadian destination in a matter of days.

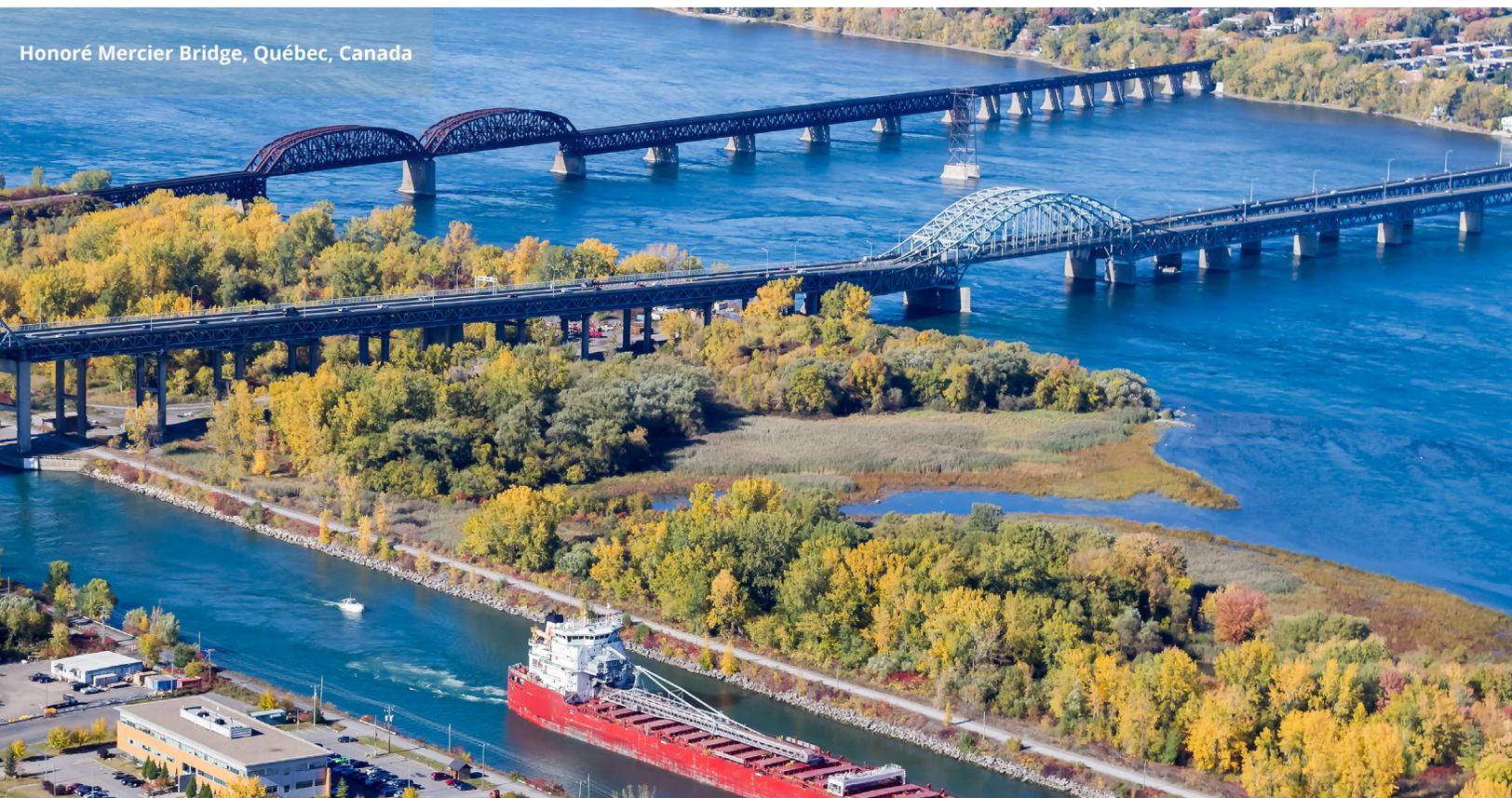
The manufacturer's problem has been solved. TTI Milwaukee Tool has full visibility into all shipments, and best of all, managers never have to worry about shipments arriving on time.

Our case study details the experiences of TTI Milwaukee Tool and the solution provided by Purolator.

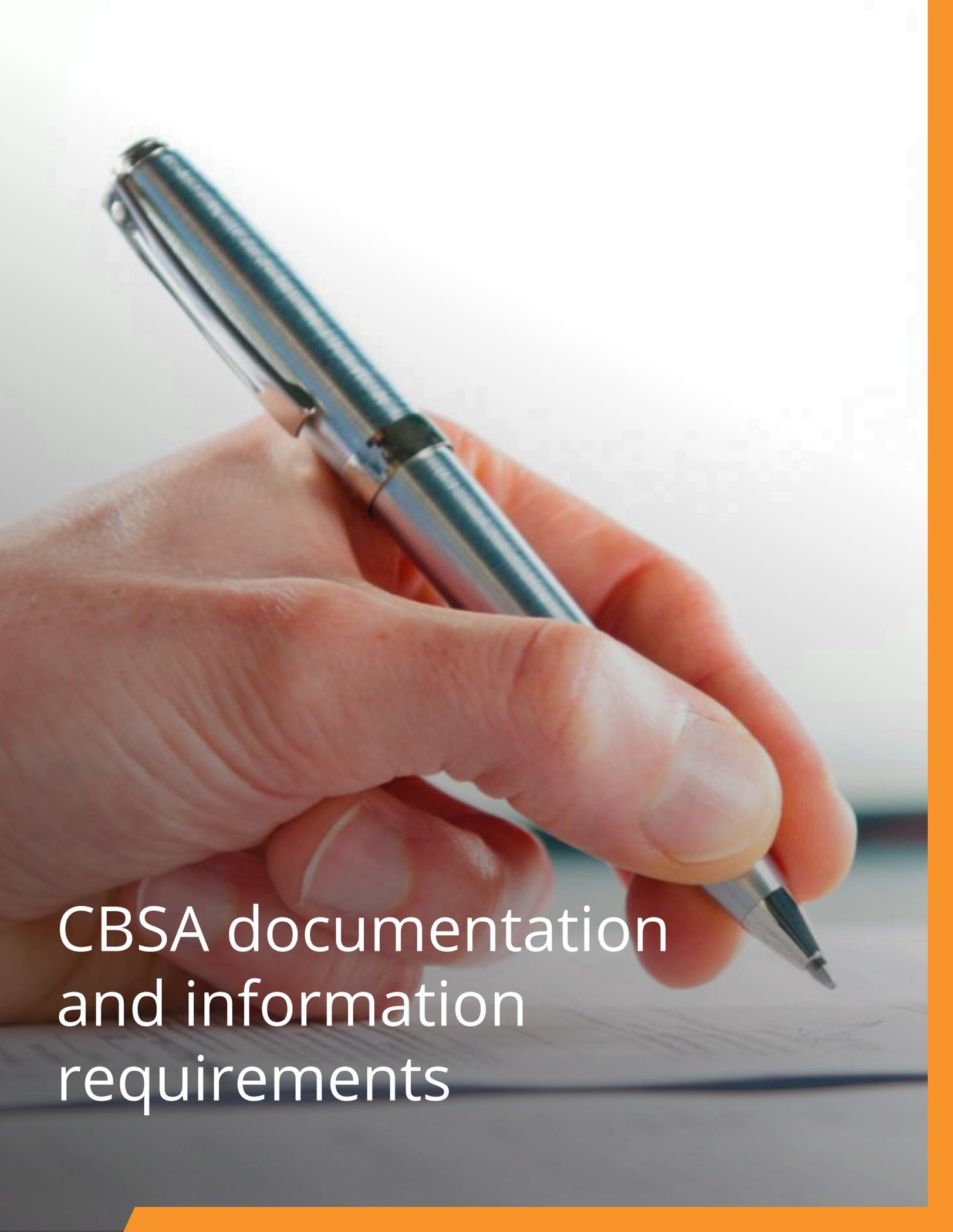
[Get case study](#)

The Canadian market is a logical place for U.S. businesses looking to expand. Thousands of American companies have found great success in the Canadian market. And opportunities for growth can seem limitless. Customs clearance, though, is an unavoidable part of the process.

Following is an overview of several critical parts of the customs clearance process.



Honoré Mercier Bridge, Québec, Canada

A close-up photograph of a hand holding a silver ballpoint pen, poised to write on a document. The background is a bright, out-of-focus white surface. The pen is held in a tripod grip, and the tip is just above the paper. The lighting is soft and even, highlighting the texture of the skin and the metallic sheen of the pen.

# CBSA documentation and information requirements

## CBSA documentation and information requirements

According to CBSA guidance, mandatory steps in the customs clearance process include:

- **Determine eligibility.** The first step is to determine whether goods are eligible to be brought into Canada. Most goods are, but a shipper will need to review current import restrictions to be sure. CBSA maintains a [Prohibited Importations](#) list, which is updated regularly. The list currently includes items such as certain secondhand automobiles, used mattresses, and products made by prison labor.

Other products may be subject to security-related restrictions. Those items are listed on Canada's [Controlled Goods List](#). Affected items may include certain types of electronics and technology-based products.

A shipper should make no assumptions about a product's eligibility for importation into Canada. While most products are not subject to restrictions, it's worth reviewing current CBSA guidance to avoid any unpleasant—and costly—surprises at the border.

- **Obtain a Business Number.** A business must obtain a Business Number (BN) from the Canada Revenue Agency. Each shipper is issued a unique BN that must be included on all documentation and that is used to track tax payments and shipment activity. Business Numbers are available free of charge. A BN can usually be obtained in a matter of minutes through CRA's [Business Registration portal](#).

- **Detailed product information.** A business will need to gather as much information as possible about products being shipped into Canada. This includes descriptive literature, product composition information, and where possible, actual product samples. This information will help determine a product's tariff classification and country of origin, which are critical parts of the importation process.
- **Tariff classification.** Every product entering Canada must be assigned a ten-digit tariff classification code. The tariff code has many purposes. It is used to determine tariff and duty obligations. The code also helps determine eligibility for free trade agreement benefits. Canada's tariff classification system is called the [Customs Tariff](#). Canada's system is based on the Harmonized Commodity Description and Coding System (HS), which was developed and is maintained by the Brussels-based [World Customs Organization](#). More than [200 countries](#) use the HS as the basis for their tariff classification systems.

Identifying the correct classification code can be tricky. In many instances, there are only slight variations between codes. But choosing an incorrect code can affect the amount of tariff that is assessed. For example, [Chapter 57](#) of the tariff schedule includes codes for "Carpets and Other Textile Floor Coverings." Within that chapter, subsection 5701.10.90 covers carpets and textile floor coverings "with pile inserted and knotted during weaving or knitting." But subsection 5701.90.20 includes products that were "hand hooked." It sounds like a slight product variation, but the tariff code assigned to each is different.



It is very important to assign the tariff code that best describes a product's precise characteristics. But determining the correct code can be a time-consuming and exacting process. An [audit](#) by Canada's Inspector General found shipments were misclassified 20% of the time. And among the misclassified shipments, importers paid \$42 million less in duties than what was actually owed. It's easy for mistakes to happen, so it's important to understand the process.

## Obtain HS codes and estimate duty rates to simplify the customs documentation process

Purolator's online Trade Assistant is a self-serve online tool that helps shippers estimate duty rates and find HS codes. This information can be identified in a matter of seconds, which helps shippers manage the customs process.

[Access the Trade Assistant](#)

- **Country of origin.** Determining a product's country of origin can also be complicated. Country of origin does not necessarily refer to the country from which the goods are being sent. Rather, country of origin means the country in which a product was grown, manufactured or assembled. For some products, especially agriculture and dairy, it can be easy to identify the country of origin. Soybeans grown in Iowa, for example, would list the United States as their country of origin. But for more complicated products, the process can be difficult. Automobiles are a good example. Cars manufactured in North America include parts from the United States, Canada, and Mexico, in addition to other countries. In fact, parts and components may cross the U.S.-Canada-Mexico border as many as eight times before final assembly. As this example makes clear, determining the country of origin can be a confusing process.

Since this information helps determine the amount of duty an importer has to pay, it's important to get it right.



- **Other government departments.** In addition to CBSA, more than a dozen other Canadian government agencies have control over products entering Canada. These agencies are called [other government departments \(OGDs\)](#) or partner government agencies (PGAs). Each agency issues specific importation requirements for products that fall within its jurisdiction. CBSA enforces these requirements on each OGD's behalf. In general, if a product triggers OGD compliance mandates, a shipper can expect additional paperwork requirements, including a special permit, license, or other certification.
- **Packaging and labeling requirements.** Shipments arriving in Canada must meet specific marking and labeling requirements. Unfortunately, this can be another source of confusion.

According to [Pacific Customs Brokers](#), product marking occurs before a product enters Canada and refers to a product's country of origin.

- Marking is regulated by CBSA and, depending on the type of product, requires the country of manufacture to be listed on the imported product ("Made in the U.S.A.," for example).
- Labeling is enforced after importation but before products are sold in the Canadian market. Labeling requirements vary by product. This means a shipper will need to check with any applicable OGD to determine precise label requirements.

In general, consumer products must include labels with information printed both in English and French. This is in accordance with the country's [Consumer Packaging and Labelling Act](#). French language requirements are even more specific for shipments headed to Quebec. That's because French is the province's [sole official language](#).

[Pacific Customs Brokers](#) lists specific requirements of Canada's Packaging and Labeling Act:

- All labels must be bilingual in English and French. The following information must appear on each package/label:
  - Product Identity Declaration. A description of a product's common or generic name, or its function.
  - Net Quantity Declaration. This information must be listed in metric units of volume when the product is a liquid or gas; or in metric units of weight when the product is solid; or by numerical count.
  - Dealer's Name and Principal Place of Business. Products must list the location in which a product was manufactured. Usually, a postal delivery name and address are sufficient for this requirement.





Sales taxes

## Sales taxes

Importers must be familiar with Canada's unique sales tax code. Sales taxes are collected at the federal and provincial levels of government. Please note that sales taxes are different from import duties.

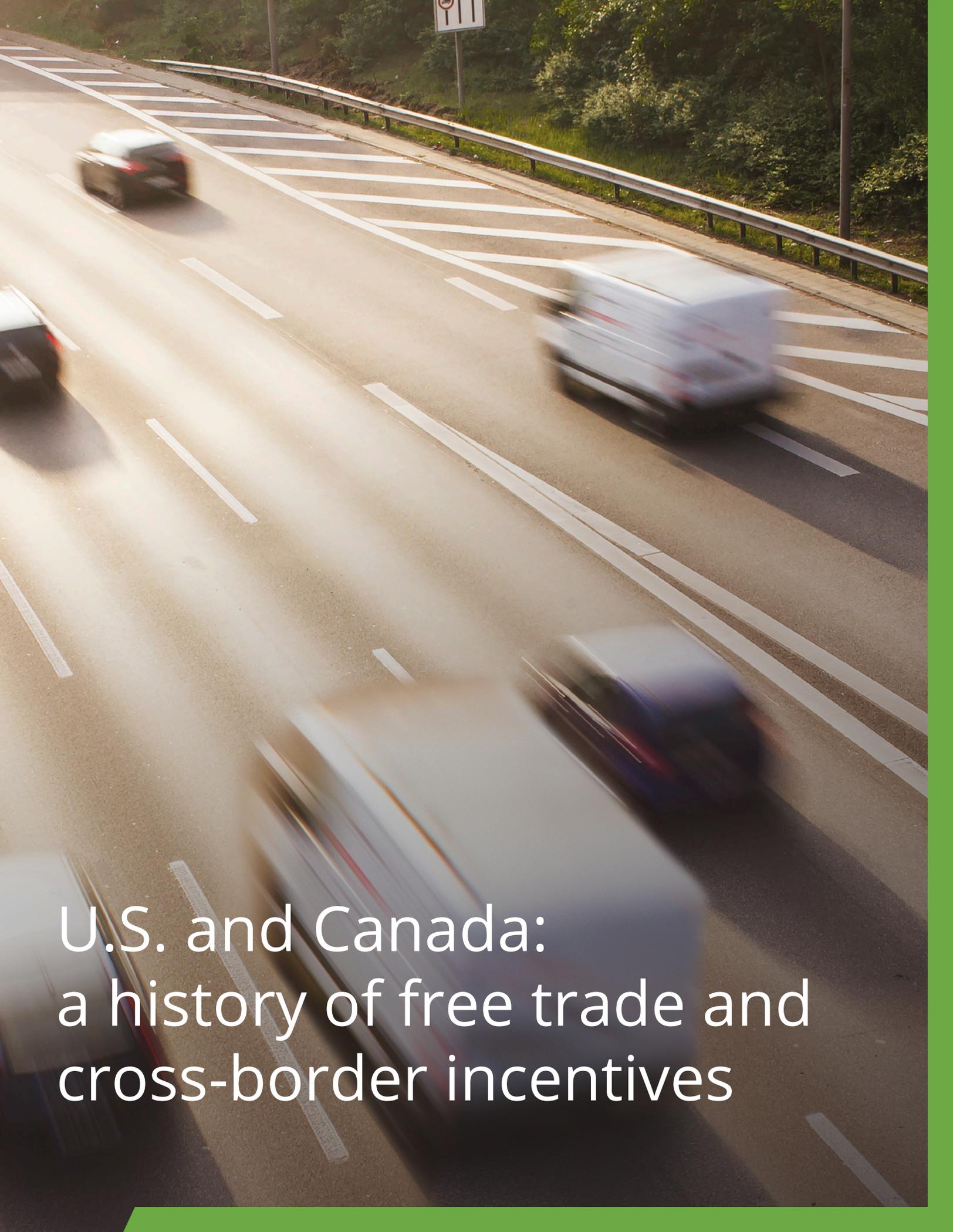
- A federal [Goods and Services Tax \(GST\)](#) of 5% of value is assessed on just about all goods entering the country.
- Provincial sales taxes are imposed at the province level and collected locally.
- The provinces of Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland and Labrador, and Ontario "harmonize" their provincial sales tax with the general sales tax. This combined rate is called the "harmonized tax" and represents the sum of the 5% federal GST plus the appropriate provincial tax. CBSA collects the harmonized tax on behalf of the province, and payment is due when a shipment arrives at the border.

### Calculating duties and taxes is complicated

Figuring out the amount of duties and taxes owed can be an exacting experience. Purolator can help make the process a little easier.

[Learn how](#)





U.S. and Canada:  
a history of free trade and  
cross-border incentives

## U.S. and Canada: a history of free trade and cross-border incentives

Free trade agreements (FTAs) are arrangements between two or more countries to promote trade. Free trade agreements usually eliminate—or reduce—duties on qualified products. An FTA may also include special treatment for certain products, address intellectual property rights, or any number of other issues. The goal of an FTA is to create a favorable environment that will promote export activity.

The United States and Canadian governments have a long history of free trade agreements. Most recently, the trade relationship was driven by the North American Free Trade Agreement (NAFTA), which included the United States, Canada and Mexico. That agreement took effect in 1994 and among its many features, eliminated tariffs on all qualified products moving between the three countries.

NAFTA remained in place until it was updated and replaced in 2020 by the United States-Mexico-Canada Agreement (USMCA). [Note: In Canada, the agreement is referred to as the Canada-United States-Mexico Agreement (CUSMA).]

The USMCA maintains many NAFTA provisions but also addresses practices including eCommerce, digital trade, and intellectual property rights, which were not relevant at the time NAFTA was negotiated.

### Canada—a top choice for U.S. exporters

Learn why Canada is a top choice for U.S. importers and gain insight about the Canadian market.

[Get white paper](#)

### Shipping to Canada—key USMCA provisions for U.S. businesses

With regard to U.S. businesses that sell to the Canadian market, key USMCA provisions include:

#### **Elimination of tariffs**

NAFTA eliminated essentially all tariffs on qualified goods moving between Canada, the United States and Mexico. The USMCA maintains these benefits, ensuring the vast majority of North American trade will continue to be duty-free.



## eCommerce

### *De Minimis*

U.S. online retailers that ship to Canada may benefit from the USMCA along with their Canadian consumers. Most significantly, Canada has agreed to raise its [de minimis threshold](#) level for the first time in decades. The de minimis threshold refers to the value below which no duties or taxes are collected on a particular product.

- Canada will raise its de minimis level from C\$20 to C\$40 for taxes and will set a de minimis threshold of C\$150 for duty-free shipments.
- Businesses that ship goods that fall below the de minimis threshold do not have to follow “formal entry” procedures. This means a faster and less onerous clearance process for businesses that tend to ship goods valued at less than C\$150.
- BUT, only shipments arriving in Canada via [express delivery carriers](#) will be eligible to benefit from the duty and tax savings. This is a critical distinction and means shipments delivered to Canada through the postal system are not eligible for the duty and tax savings.

### **Courier low-value Shipment threshold**

Shipments will also benefit from a provision that allows informal entry for all commercial shipments (in addition to those for express shipments) valued up to C\$3,300. This allows qualified shipments to pass through customs with reduced paperwork requirements.

## eCommerce shippers take note!

USMCA relaxes paperwork requirements for shipments valued at less than C\$3,300—but only if the shipment is transported via an express carrier, such as Purolator.

[Learn about Canada's Courier Low-Value Shipment program](#)

## Determining eligibility

Shippers sometimes misunderstand the process for obtaining FTA benefits. Benefits are not applied automatically. Instead, a shipper must show proof of eligibility and request benefits during the clearance process.

But how do you determine eligibility?

The process starts by looking at a trade agreement's “rules of origin” (ROO). All free trade agreements include rules of origin, which, in some ways, serve as the instructions for implementing a particular trade agreement. The rules determine which products qualify for benefits and which do not.

According to the [International Trade Administration](#), “the rules determining country of origin can be very simple if a product is wholly grown or manufactured and assembled primarily in one country. However, when a finished product includes components that originate in many countries, determining origin can be more complex.”

Specific to the USMCA, rules of origin can be found in [Chapter 4](#) of the trade agreement. USMCA rules of origin are listed in the agreement by tariff classification numbers. A shipper must locate the rule that applies to its product. The corresponding rule will identify which products—listed by tariff classification—are eligible. The rule will also address the product's country of origin. Depending on the product, a certain percentage of components may come from non-USMCA countries and still be eligible, or a certain amount of production may have occurred outside of North America.

## Understanding the USMCA

Our USMCA article shares valuable insights to help shippers understand the process for obtaining benefits, including duty and tax savings.

[Read article](#)

## Applying for USMCA benefits

Once a shipper determines that a shipment is eligible for USMCA benefits, the next step is to show proof. According to [Livingston International](#) customs brokers, a claim for USMCA benefits must include specific information that shows a product meets all requirements, as outlined in [Chapter 5](#) of the trade agreement. The required information can be provided on an invoice or other type of documentation. No USMCA-specific form is required.

An important takeaway for shippers is that USMCA benefits are not automatically applied. Customs agents will not determine eligibility. Instead, it's up to the shipper to determine eligibility and request benefits. Shippers that fail to request USMCA benefits risk missing out on duty and tax savings to which they are legally entitled.



Jasper National Park, Alberta



Incoterms—  
terms of service



## Incoterms—terms of service

Shipments to Canada can be delayed when the parties involved fail to agree on terms of service. This can be a confusing exercise but is critically important.

International shipping operates under a uniform set of standards known as [Incoterms](#). Incoterms establish clear expectations and responsibilities between buyers and sellers. “Incoterms” is shorthand for “International Commerce Terms,” and they were developed and are maintained by the International Chamber of Commerce (ICC) located in Paris, France.

Because of Incoterms, buyers and sellers have a clear understanding of all aspects of the shipping process—what exactly is meant by “delivery,” for example, and which party is responsible for unloading a vehicle, for certain payments and for customs compliance. This avoids costly mistakes and misunderstandings.

The [current list](#), updated in 2020, includes 11 specific Incoterms. For ground shipments between the United States and Canada, terms often used include:

- Delivered at Place Unloaded (DPU)
- Delivered at Place (DAP)
- Delivered Duty Paid (DDP)
- Ex Works (EXW)

The [primary difference](#) between these terms is that a DDP transaction places most responsibilities, including responsibility for customs, on the seller. Every other Incoterm places customs responsibility on the buyer.

In many instances, the choice comes down to “duty paid or duty unpaid.” Does it make more sense for a U.S. business to prepay its customers’ customs fees and transaction costs at time of purchase, or should the customer pay those costs at time of delivery? Also, under what circumstances is it preferable for a Canadian customer to oversee the importation process, as opposed to having the U.S. business bear responsibility?

A white semi-truck is driving on a paved road that curves to the left. The road has a double yellow line on the left side. In the background, there are tall evergreen trees and a range of large, rugged mountains with significant snow cover under a cloudy sky. The overall scene is a scenic view of a highway in a mountainous region.

# Boiling it down.... Checklist for shipping goods into Canada



## Boiling it down.... Checklist for shipping goods into Canada

Clearly there's a lot involved in importing goods into Canada. To provide a better understanding of the process, CBSA offers the following [checklist](#):

- Obtain a business number from the Canada Revenue Agency.
- Identify the type of goods to be imported.
- Determine if the services of an external customs broker will be used.
- Determine the country of origin for the goods to be imported.
- Verify whether the goods are eligible to be imported into Canada and if they are subject to regulation by any other government department (OGD).
- Ensure the goods are properly marked and labeled.
- Determine the 10-digit tariff classification number and the applicable rate of duty for each item using the Canadian Customs Tariff schedule.
- Determine whether the goods are subject to any other duties or taxes, including the goods and services tax (GST).
- Determine the value of the goods to be imported (for use in assessing the amount of duty owed).
- Select the preferred terms of shipping (Incoterm) and communicate with the logistics provider or transportation supplier about cross-border requirements.

Navigating the customs process is certainly easier if a business understands CBSA requirements. Most shippers rely on a customs broker or qualified logistics provider. Keep in mind, though, that a shipper is ultimately responsible for all documentation submitted to CBSA.

## Don't overlook Canadians' strong commitment to sustainability

As U.S. businesses consider their Canadian logistics strategies, they may want to factor in their Canadian customers' focus on sustainability and doing their part to protect the environment. This commitment extends to selecting business partners—including transportation providers—that share their environmental commitment.

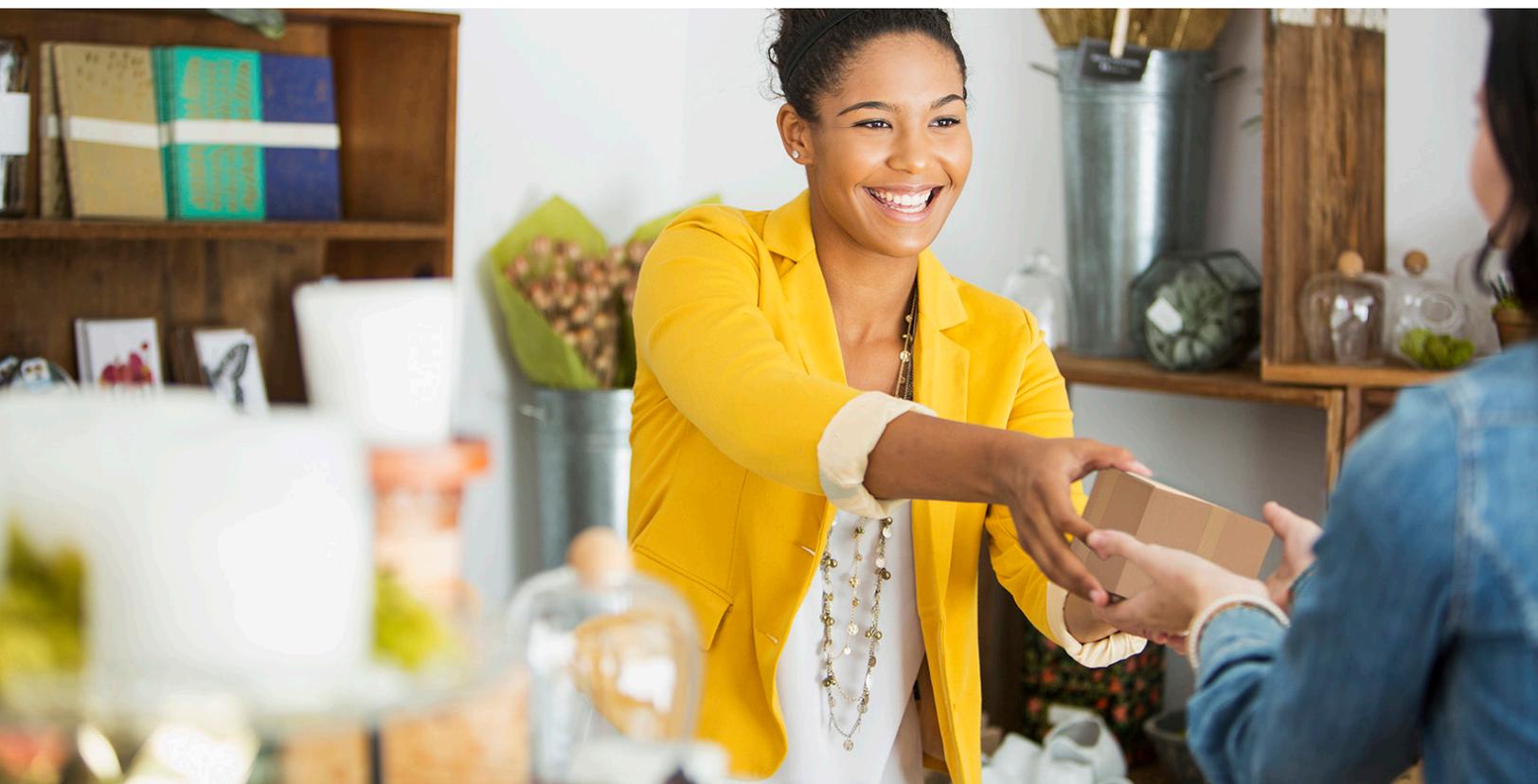
Consider findings from 2021 research conducted by Leger market research on behalf of Purolator:

- 8 out of 10 Canadians say sustainability is important or very important.
- 55% of customers would opt for sustainability over speed when asked to choose.
- 50% of customers have placed greater emphasis on environmental sustainability since the beginning of the pandemic.
- 72.5% of Canadians would support a company that strives to reduce packaging in its shipping processes.



Ensuring a logistics partner can manage the Canadian customs process is vitally important. But so is choosing a partner that understands the Canadian market, including consumers' strongly held commitment to sustainability.

[Download research report](#)





Canadian expertise  
is essential in choosing  
a logistics partner

## Canadian expertise is essential in choosing a logistics partner

U.S. businesses can improve customs efficiency by choosing a logistics provider with Canadian expertise. [Purolator](#), for example, has decades of customs clearance experience, and deep knowledge of CBSA requirements. In addition, Purolator offers an [extensive portfolio of service options](#)—courier, LTL, air, hybrid, expedited—that reduce the risk of shipment delays and ensure timely deliveries throughout Canada as well as the ability to [deliver to 99.9% of Canadian postal codes](#).

Purolator International is the U.S. subsidiary of Ontario-based Purolator Inc. In the United States, Purolator International develops logistics solutions that meet each shipper's unique needs. In many instances, this allows a shipment to arrive at the border on the same day as its pickup in the U.S.

Shipments arrive at the border with all documentation pre-filed and pass through Canadian customs with minimal risk of delay.

Once in Canada, shipments enter the Purolator Inc. network. Purolator Inc. is an iconic Canadian company and a leading provider of freight and courier services throughout Canada. Purolator's distribution network ensures in-network service to 99% of Canadian addresses, with 94% of deliveries made within two days.

Delivery times can often be even faster if an air or express ground solution—or a combination of the two—is used.

With regard to customs clearance, Purolator's Canadian expertise comes in handy in key areas that include:

- **Cost and clearance efficiency through consolidation.** Through consolidation, smaller shipments are combined with other Canada-bound shipments. The consolidated shipment then clears customs as a single entry. This avoids the time-consuming process of having to file separate documentation for each unit of the shipment. The consolidated shipment moves through customs as a single unit and is assessed a single processing fee. For a business that ships multiple packages into Canada, the resulting savings can quickly add up to thousands of dollars.
- **Documentation verification.** Tariff classification, country of origin and product valuation are the top reasons for customs-related shipment delays. Purolator, working in conjunction with an experienced customs broker, ensures all CBSA documentation is complete. Customs experts review all documentation prior to submission to CBSA and identify any missing or potentially incorrect information.
- **Purolator's trade assistant compliance tool.** Purolator offers a self-service compliance tool that helps U.S. businesses estimate duty rates and find a Canada [Customs Tariff](#) code. The [Trade Assistant](#) allows businesses to determine this critical information in a fraction of the time it would take to look up manually.

Port Mann Bridge, Vancouver, British Columbia



Thousand Islands Bridge, Ontario



- **Understanding of anadian market nuances.** The U.S. and Canadian governments offer programs and processes designed to facilitate the cross-border process. Purolator’s experienced logistics team can provide insight about these programs, which include:
  - **Trusted trader programs.** Both countries maintain “trusted trader” programs that offer benefits to qualified members of the trade community. The U.S. program is called [Customs-Trade Partnership Against Terrorism \(C-TPAT\)](#). Canada’s program is called [Partners in Protection \(PIP\)](#). These programs promote border security by having trade community members certify the safety of their supply chains. In addition, participants certify the supply chains of their suppliers and vendors. Applicants undergo an extensive review process and in exchange, receive important benefits.
  - **Duty relief opportunities.** Opportunities exist for U.S. businesses to minimize—even eliminate—duty and tariff obligations on certain Canada-bound shipments. Duty relief is possible through government programs, free trade agreements and effective application of tariff classification codes. But beware—CBSA and CBP agents generally set a high bar for reduced duty claims. The process can be confusing and time-consuming—even though businesses are legally entitled to the reduced benefits! Opportunities for duty reductions include:
    - **Duty Drawback:** U.S. businesses are entitled to a refund of up to 99% of import duties, along with refunds on certain taxes and fees, paid on products that are subsequently exported or destroyed. The refund process is called a “duty drawback.” The drawback filing process is very complicated though. An experienced logistics provider can be an essential partner in navigating the application process.
    - **Tariff Classification:** An experienced partner will understand the tariff classification process. This can help ensure the correct code is assigned.
    - **USMCA Benefits.** A key USMCA provision is the elimination of tariffs on [originating goods](#) traveling between the U.S., Canada, and Mexico. But determining a product’s eligibility can be tricky. An experienced logistics provider can work with a business and its customs broker to ensure accuracy.

- **Express carriers and USMCA.** The USMCA offers duty and tax savings for low-value shipments arriving in Canada via an express carrier such as Purolator. Shipments valued below C\$150 are exempt from duty, and those valued at less than C\$40 are not liable for taxes—so long as they are transported by an express carrier. Shipments arriving via the postal service, for example, are not entitled to these benefits.
- **Shipping terms.** Imagine a scenario in which your Canadian customers are presented with unexpected invoices at time of delivery for unpaid duties and brokerage fees, or a situation in which Canadian customers are advised to travel to a local customs office to retrieve their shipments. Unless proper terms of shipping—known as Incoterms—are agreed upon, unwelcome scenarios such as these are not out of the question. Choosing the “Delivered Duty Paid” Incoterm, for example, places responsibility for the import process along with payment of customs fees with the seller. This generally means these fees can be collected at time of purchase. Every other Incoterm assigns these responsibilities to the buyer. Determining the correct terms of service can be confusing, but it is critically important.
- **Canadian service capabilities.** Although not directly related to the customs process, U.S. shippers should also factor in their logistics partner’s Canadian market capabilities.

Most U.S.-based logistics companies do not have deep distribution capabilities in the Canadian market. Instead, they rely on networks of local carriers. This often means shipments arriving in Canada are transferred to regional carriers. In some cases, a shipment is transferred multiple times. Each transfer adds time and increases the risk of damage and theft.

Purolator services both the United States and Canada. This ensures in-network service from point-of-pickup in the United States through [last mile delivery in Canada](#). Purolator offers service to essentially every address in Canada, including those located in remote parts of the country. With regard to shipments moving between the United States and Canada, no other logistics company can match this level of coverage.

Purolator’s experienced team will take the time to ensure proper shipping terms are selected. This will reduce the risk of misunderstandings and unpleasant surprises.





Conclusion

## Conclusion

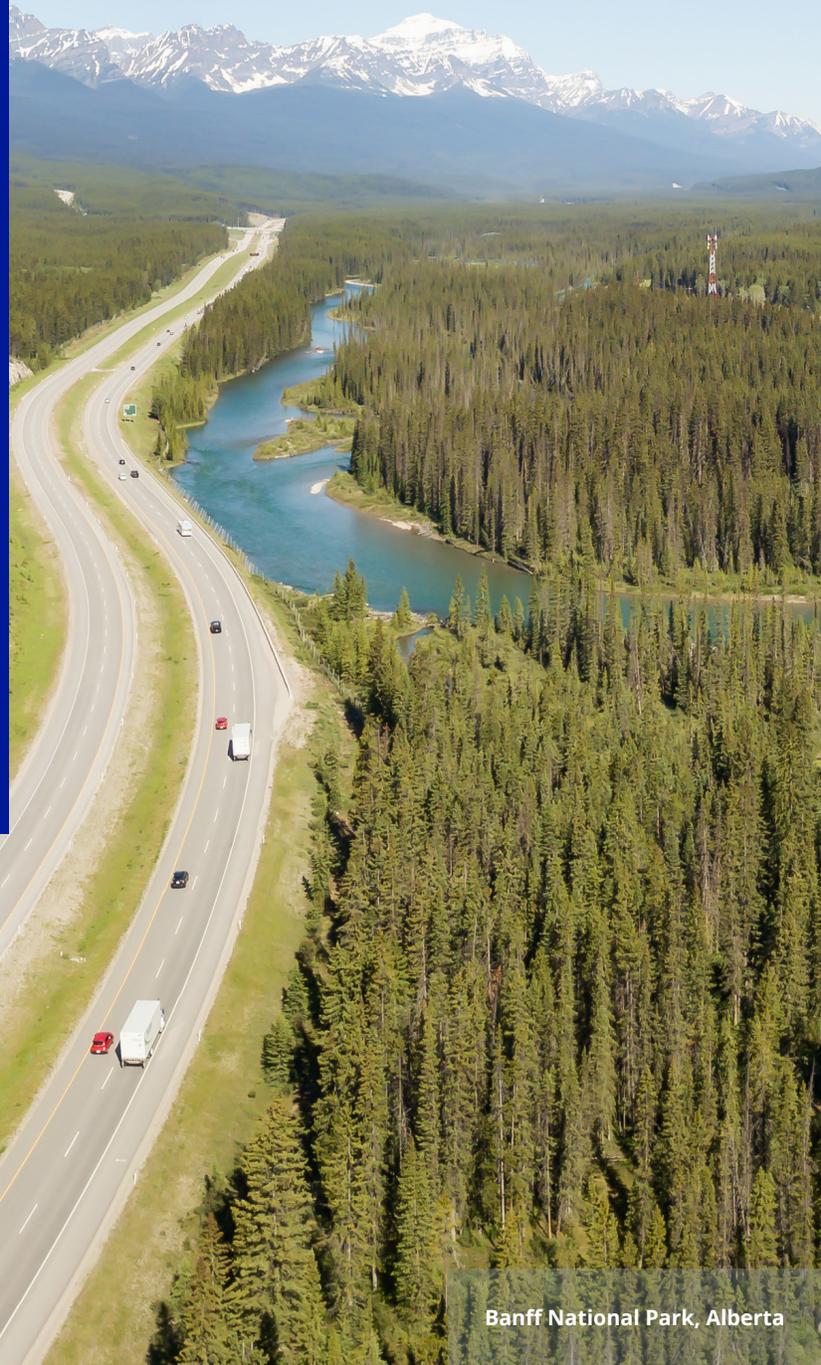
A few years ago, a Pennsylvania-based guitar manufacturer routinely had shipments of its custom-built instruments denied clearance by Canada Border Services Agency (CBSA) agents. As the manufacturer came to learn, its products were subject to an international treaty that restricts products made from certain wood types. And Canada, as a signatory to that treaty, requires a special permit for imports of affected products.

Once the guitar maker became aware of this requirement, the necessary documentation was obtained, and its customs-related issues were resolved.

This is just one example of the unique requirements U.S. businesses encounter when shipping goods to the Canadian market.

Many U.S. businesses underestimate the complexity of the U.S.-Canada customs process. After all, the reasoning goes, given the geographic closeness and cultural similarities of the two countries, and the strength of the bilateral trade relationship, how hard can the customs process be? In fact, it can be very complicated.

But with a good understanding of the process, and the services of an experienced Canadian logistics provider, the process can be a lot easier. And access to the Canadian market, and its tremendous opportunities, becomes a big step closer.





The Canadian customs process is a lot more manageable with Purolator on your team.

[Contact us](#)



# Resources

## Resources

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