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## **MANUAL (NON-EDI) CUSTOMER START-UP**

Welcome to canadaplus.com! We are pleased to provide you with brokerage and/or logistics services!

In order to commence shipping through canadaplus.com immediately, here are some requirements in addition to the documents that have already been supplied (Credit Application, Maintenance of Records Outside Canada, signed Schedule A, signed Power of Attorney). For questions or clarification, please contact Suzanne Soucie, per above.

### **Business Number for Import Purposes**

If your organization is a "Business to Consumer" importer, and is not required to register for GST, a business number for Customs import purposes is not required. If your organization is registered with Canada Revenue Agency (CRA) for GST, we will require that business number.

If your organization is a "Business to Business" importer, we require your business number for Import purposes. This can be obtained by calling Canada Revenue Agency at 1-800-959-5525, and pressing 1, then \*.

When an existing business number that exists for tax purposes (in the format 123 456 789 RT 0001) has been enabled for import purposes, the number will be the same, however the alpha characters will be "RM".

### **Commodity Information**

All SKUs or parts that will be imported to Canada must be rated (classified accounting to the Harmonized System of tariff classification) to the Canadian 10-digit level. If your company cannot supply the HS Codes for the commodities that will be imported to Canada, we require as much time as possible to rate these items in advance, and suggest that we begin by looking at high volume items. You may be able to supply to the 6-digit International level by referencing your U.S. brokerage data upon U.S. importation, if your product offering was initially imported to the U.S.

We will require a database (preferably in Excel or Comma Separated Value format) that can be uploaded. The file will need to contain the following:

- Part number or SKU;
- Commodity description (including material content, where applicable); and
- Country of origin (the country where the item was manufactured or produced).

If catalogues exist, we will further require that the file contain:

- Catalogue number if multiple catalogues exist, if applicable; and
- Catalogue page number, if applicable.

If the parts exist only on a website or in catalogue form, we can classify commodities based on that website or catalogue, and build a commodity file for you. However, the preference is that as much information as possible be provided in the form of a file.

In the event that additional information is required regarding commodities, we will need a contact name, e-mail address and telephone number of a person who is familiar with the products and can provide clarification. This is generally required when descriptions provided are not specific enough for rating purposes, usually due to material content information.

If you cannot provide the country of origin, please indicate this as we have the ability to conduct origin checks when the goods arrive, to update the commodity database. For goods of U.S. origin, the origin must be provided in the three character format that includes the state (e.g., UMI, UOH, UFL, etc.)

### **Shipment, Order and Package Information**

Before explaining these requirements, it will be useful to explain the terminology:

*Shipment:* A shipment consists of all consolidated freight (orders and packages) shipped and received together. This might take place on a daily basis (i.e., one shipment sent out daily), weekly, etc. For our internal purposes, we will refer to your shipments by date, in the format of YYMMDD-01. For example, the *first* shipment of “XYZ Company” sent on 26 September 2006 would be called “XYZ060926-01”. If a subsequent shipment were received the same day, it would be called “XYZ060926-02”, and so on. This shipment number is created and used internally by canadaplus.com.

*Order:* The next level is the order; this is the order number that your company assigns to orders that have been received, processed and shipped. As an example, within one shipment, there may be 100 orders destined to your customers.

*Package:* The next level is the package level; this is the package that belongs to each particular order. For the majority of companies, orders will be received that cannot be picked and packaged into one unique package only, thus there may be multiple packages within an order. Each package will require a unique numerical identifier, so that each package can be treated separately and readily identified. Thus, while there may be 100 orders sent in one shipment, there may be 148 packages sent, as some orders contain multiple packages. The preference is that the package identifier be supplied in bar-coded format on each package, however we can accept a number only (without a bar-code).

Upon initial start-up, when you send a *shipment* to either of our warehouses in the United States (Romulus, MI in the East, or Blaine, WA in the West) or Canada (Windsor, ON in the East, or Delta, BC in the West), or your designated freight depot, we will require notification of that shipment having been sent. We will need to know how many skids or packages were sent, by which carrier, and will require any associated tracking numbers for the U.S. domestic portion of the delivery, if applicable. We will require this *shipment* information only for the first few shipments, to ensure a smooth transition.

For each *order* that has been sent, we require:

- the order number;
- the “sold to” first and last names;
- the “sold to” address including street address, city/town, Province/State, postal/zip code, and country; and
- if the “ship to” is different than the “sold to”, we require the “ship to” first and last names, address including street address, city/town, Province, and postal code.
- the number of packages contained in each order.

Information that may be required dependent upon your circumstances includes:

- the vendor name, if not your company;
- whether the order is “business” or “consumer”, if not the same every time; and/or
- delivery agent choice if you wish to upgrade the service level for an order.

For each *package* that has been sent, we require:

- the part number;
- the unique package identification number that will correspond to the package identifier number on the package itself;
- the package weight (preferably in ounces);
- description;
- unit price;
- currency of settlement (CAD or USD funds);
- the quantity of each item; and
- the country or origin of the item, if known.

All of the above *package* and *order* information can be supplied in the form of invoices, such as those that you may normally print for your customers in the form of a receipt, provided that they contain all of the requisite information above. If the weight is not known, we can obtain this information through the weighing and cubing process.

All of the above information can be sent in the form of a fax, e-mail, Excel spreadsheet, Access document, or similar file.

#### **NAFTA Certificates of Origin (Business to Business Only)**

If the business that you are conducting in Canada is considered “business to business” (as opposed to “business to consumer”), and you wish to claim duty-free status on items on North American Free Trade Agreement origin (country of origin of Canada, USA and/or Mexico), then NAFTA Certificates of Origin will be required.

You may sign a statement that can be provided to you upon request, stating that your organization will be responsible for the maintenance of all NAFTA Certificates of Origin, and that they will be available within three days if requested by Customs. Alternatively, we will maintain the NAFTA Certificates of Origin for you. If you select the latter option, the properly completed NAFTA must be provided prior to our preparing the release document for Customs purposes. You will require the HS classification for the commodity to complete the NAFTA Certificate of Origin. We can provide this information to you.

***Please note that this is not a requirement in the “Business to Consumer” mode.***

#### **Contact Information**

We will need to know who to contact (and how) for each of the following:

- Commodity information needed (as has been mentioned above);
- Invoice information required for orders and packages;
- Shipping information needed;
- Accounts Payable contact in your organization (for our Accounts Receivable Department); and
- Any personnel back-ups to the above, or any additional parties who should be copied in.

#### **Information Returned to You**

Once your commodity database has been rated, we will return this information to you, in the same format in which it was supplied to us. Provided that countries of origin were known, you will have all duty rate information available to you.

When your packages have shipped, we will send you a file, via e-mail, that contains each package and order number, the delivery agent used, and the final tracking number, allowing you and your customers to track the package to its final destination.