

United States to Canada

Expectations of the Origin Agent and your Customer who is moving to Canada from the United States:

- Confirm the customer will cross the border prior to their shipment. Customer must clear their household goods (“HHG”) at the local Customs office in their area.
- Advise the customer of the required paperwork and documents needed for their shipment to Cross the Border.
- **Advise customer that the van lines will not accept either restricted or non-restricted firearms for the transportation on the moving van due to the stringent and complex procedures that are best handled by the owner of the firearms.**
- Any shipment that is picked up either locally or through the Rule 19 process by the Origin Agent must have all paperwork and customs required documentation completed and ready to go at the time of the pick up from residence. **(If you do not obtain these documents from the customer do not load the shipment).** The required documents are as follows:
 1. Bill of Lading (“BOL”)
 2. Cost Detail;
 3. Inventories. **(all boxes must identify the items contained within, along with a value of entire shipment, and the inventories must match the boxes);**
 4. A8A Form (In Bond Manifest);
 5. Weight Tickets;
 6. **Clear copy of Passport of person or persons on the BOL and A8A form;** and
 7. **Clear copy of Visa of the person or persons on the BOL and A8A form;**

or

If a Canadian citizen returning to Canada, a **document that supports U.S. residency**, i.e. his or her green card or utility bill with customer’s name and U.S. address;

These are just the basic documentation requirements when loading from the United States to Canada. If there are any additional questions about requirements, the customer should be instructed to contact the Border Patrol or Customs for assistance.

- All Cross Border shipments **must have an A8A form**, In Bond Manifest, for each shipment that lists destination information to be given to the driver on the day of pick up. Forms can be ordered off the Work Flow Web site www.workflow.com, or you can call: 877-351-7684. We can also overnight you spare forms at the expense of the agency. **(Never make copies of the A8A forms and reuse because they are numbered sequentially).**

Origin Agents Expectations Cross Border U.S. to Canada cont.

- **Five (5) days prior to the load date** the booking agent should obtain from the customer a clear copy of the following documents and send a copy to the Origin Agent (“O/A”).
 1. **Visa;**
 2. **Passport;** and
 3. **Auto title-** free of lien and provide a copy to the O/A
 - Needed for 72 hour pre-clearance with customsor
A letter from the lien holder giving the customer authorization to take the auto From the U.S. into Canada.
- Any automobile being exported into Canada must have:
 1. **Original Title** (no loan or lease against it). Make at least 2 copies of the Title.
or
If the customer has a loan or lease against the auto, they will need to get a notarized letter on lending agents letterhead giving the customer permission to import the auto into the U.S. The lender must also agree to give a notarized copy of the original title on its letterhead. **(Most lending agents will not approve for an auto to leave the Country of origin with a loan or lease against it. Make sure the customer obtains these documents well in advance of their move);**
 2. **A copy of the original Title or Ownership must be faxed** to the Border at which the driver will be crossing at least 72 business hours prior to crossing the border. Origin agent should obtain the title several days prior to the original load date. Once a driver is assigned you will need to coordinate when and where he will be crossing so that the Title can be faxed to the Border Patro;.
 3. **Automobile registration;**
 4. **Documentation of compliance** from the manufacturer stating the vehicle meets or exceeds the EPA and DOT standards; and
 5. **Copy of Passport and Visa with auto.**
- **All persons on the BOL and A8A form must be present at the Customs office** closest to their residence in Canada when the driver arrives with the shipment to clear their goods. If the customer is not present the shipment will go into a bonded facility at his or her expense. Shipment must be cleared by the person or persons on the BOL and A8A forms. If there is more than 1 person on the paperwork, all persons will need to be present. Persons clearing at Customs will need to bring but not limited to:
 1. **Passport;**
 2. **Visa;****OR**
If a Canadian citizen returning to Canada a document that supports U.S. residency, i.e. green card or utility bill with customers name and U.S. address;

- 3 **Inventories;**
4. **BOL.**

Origin Agents Expectations Cross Border U.S. to Canada cont.

- For any other inquires as to documents required or what can be exported into Canada please give the customer this web address: www.cbp.gov
- Questions regarding dispatch or ACE E-Manifests should be directed to:
 - Belva.sutton@sirva.com (NAVL)
 - 260-429-2681
 - 800-348-2163 x2681
 - Brian.custodio@sirva.com (Allied)
 - 260-429-3796
 - 800-228-30660 x3796
- Any additional questions contact Fort Wayne Cross Border Scheduler
 - Shawn.greene@sirva.com
 - 260-429-2438
 - 800-228-3060 x2438
- Customer with questions or concerns regarding their move should contact Customer - Service
 - 800-470-2851 Option 3
- Customers with inquiries about damage should contact Claims
 - 800-470-2851 Option 2