

News you can use

Con-way Freight Offers 25% Faster Transit Times for Cross Border Shipping

The Canada Border Service Agency's (CBSA's) Advanced Commercial Information (ACI) eManifest program is now live.

- ACI requires cross-border shippers and carriers to file electronic manifests for Canada-bound shipments one hour prior to their arrival at the Canadian border.
- Con-way Freight has been filing electronically for several years.
- Con-way Freight participated in a CBSA pilot project giving the company unique insight into the new requirements.

As seen in the October 2010 issue of
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Executive View: Are Shippers and Carriers Prepared?

Excerpts from a Q&A with Melissa Mathew, manager of Customs compliance with Con-way Freight

CT&L: Why is Con-way's service to Canada so much quicker than the industry average? Is it solely due to electronic filing?

Mathew: Because we've been processing electronically, we already submit our information to Canada Customs in advance and that's what the ACI system is, submitting all information in advance so Customs has time to do their risk assessment.

If you submit paper, the risk assessment is done at the border and if you have more than a handful of shipments, your driver has to go into secondary and wait and then Customs risk assess those shipments going through stacks of paperwork. All of ours is assessed electronically.

CT&L: How will ACI affect your cross-border drivers? Do you think they will benefit or will they experience more headaches at the border?

Mathew: At Con-way, we are a leader in providing faster service to Canada. We're probably 25% faster than most of the carriers right now; with our EDI LTL process we clear the border pretty smoothly.

The concern I have is when all the other carriers are at the border and the learning process. Is their trip submitted to the Customs system right? Can Customs see it? I feel we may see some delays as more carriers get on-board but when it's running I think the border will move a lot quicker.

CT&L: Con-way Freight has been a student of sorts, when it comes to electronic filing of Customs information. Now do you find you have to become a teacher to get your shippers up to speed on how the program will impact them?

Mathew: Yes. Shipping internationally, you're always educating the shippers. I think we've done a fairly good job of that. Of course the first time somebody ships to Canada, there's always kind of a panic: What do I need? How do I do this? Con-way has a Customs resource center that's open Monday to Friday, 24 hours a day and we're there to assist the shippers with those kinds of questions so freight doesn't get delayed. That's just part of your role when you ship international, is helping to educate shippers.