

# Customs Broker Inquiries regarding Courier Shipments

## CONTACT LIST

(updated on 10 December 2014)

### RAF Express

Gary Janisse, Manager

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### TNT Express

Scott Dawkins

Director, Customs Brokerage & Compliance

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Supervisor, Customs Brokerage

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### UPS Canada

#### UPS Broker Consignment Process

##### Master Carrier Authorities (MCA)

Brokers when setting up new Brokerage Accounts should flow a copy signed the IOR to UPS in order that we may update our Broker Data files and allow a transparent transition on future imports. Additionally, if there are any alias names this would be helpful and avoid delays due to use of trade names versus legal names.

Contact: [brokacctupdate@ups.com](mailto:brokacctupdate@ups.com)

### Power of Attorney (POA) Updates

On a periodic basis it is advisable to request an electronic copy of UPS Broker Data Base in order to maintain it's accuracy in order to prevent delays of your customer's shipments.

Contact : [brokacctupdate@ups.com](mailto:brokacctupdate@ups.com)

### Un-consigned imports

If the IOR is not listed within the existing UPS Broker data base UPS will reach out to the IOR to identify their Choice of Broker and UPS will assign the shipment accordingly. The customer provides the written instructions via e-mail or company letterhead to UPS to permanently update the Broker data base.

### Broker Advice Notice process

UPS uses a web based tool named the UPS Import Clearance Alert (ICA) for Broker advice notices for LVS and HVS imports aligned to the account of the Broker. Additionally the shipper invoice(s) are included.

### Kickback or BCN

Within the UPS web based tool ICA, the broker has the ability to electronically reject any shipments back to the carrier to remove from their LVS Broker Release list or for any HVS shipments. UPS would encourage the Broker to include a reason as well as any information available to correct the broker assignment to aid the broker assignment effort. If no reason, the Importer will be contacted by UPS.

Contact : **Josephine Nelson**  
Brokerage Supervisor  
International Department  
UPS Canada  
Tel: 506-447-3922  
Email: [jxnelson@ups.com](mailto:jxnelson@ups.com)

### LVS Undeliverables

When Broker LVS shipments are attempted delivery (3 separate days) and considered undeliverable, these shipments will return back to the FPOA and be processed for export. Additionally, the POA Broker at time of import will be notified via email the specifics of the shipment and the related export report number so the Broker can adjust their original accounting with zero revenue to CBSA as per CN 09-008 dated May 13, 2009.

## Contacts – UPS Import site

Port	Position	Phone	Fax	Email
Montreal	Inventory liaison	514.633.4854	514.633.4960	<a href="mailto:bmarkose@ups.com">bmarkose@ups.com</a>
	Inventory specialist	514.633.4994	514.633.4920	
	Supervisor	514.633.4932	514.633.4802	
	Manager	514.633.4834		
Windsor	Inventory liaison	519.251.7035	519.251.7041	<a href="mailto:rlajoie@ups.com">rlajoie@ups.com</a>
	Supervisor	519.251.7034		
Fort Erie	Inventory liaison	905.994.5351	905.994.5368	<a href="mailto:kpantano@ups.com">kpantano@ups.com</a>
	Supervisor	905.994.5358		
Hamilton Pearson Ottawa	Inventory liaison	905.679.7102	905.679.7230	<a href="mailto:ispstlg@ups.com">ispstlg@ups.com</a>
	Supervisor	905.679.7144		
	Manager	905.679.7218		
Winnipeg	Inventory liaison	204.631.0377	204.631.0330	<a href="mailto:rwebb@ups.com">rwebb@ups.com</a>
	Lead	204.631.0379		
	Supervisor	519.251.7034		
Calgary	Inventory liaison	403.648.3325	403.250.8750	<a href="mailto:dspicer@ups.com">dspicer@ups.com</a>
	Supervisor	403.648.3325		
	Manager	403.648.3302		
Vancouver	Inventory liaison	604.279.2709	604.279.2728	<a href="mailto:jcuevas@ups.com">jcuevas@ups.com</a>
	Supervisor	604.279.2767		
	Manager	604.279.3565		
Kickbacks are only processed through our Web based notification system				
For access to this process please contact Karen Pantano			905.994.5358	<a href="mailto:kpantano@ups.com">kpantano@ups.com</a>
For compliance concerns UPS District Office - Burlington	Regulatory Affairs & Compliance		905.885.9681	<a href="mailto:ksoutar@ups.com">ksoutar@ups.com</a>