

Peace of Mind. Delivered.

CUSTOMS BROKERAGE AND INTERNATIONAL LOGISTICS.

Customs
Logistics
System Solutions
Global Service



When it comes
to global trade,
peace of mind
is priceless.



As the world gets smaller, trade complications seem to grow exponentially. In today's climate of security and changing regulations, Farrow's proactive approach helps companies conduct business and move goods across borders efficiently and effectively. Our experts give you the support and service you need to comply with import and export regulations, environmental concerns, tax and tariff questions and more – all before loading your first container.

More than ever, it is essential to work with a dependable broker partner to deliver the solutions you need, when you need them. Work with Farrow and let us streamline your compliance program to help you navigate the new logistics of international trade.



Accuracy. Delivered.

CANADA'S PREMIER INDEPENDENT BROKER.

Farrow's expertise draws on over 100 years of experience to accelerate the importation of your goods across borders. When you hire us as your valued broker partner, you gain access to a network of offices across North America and affiliates around the globe, all focused on making sure your shipments are delivered accurately, and on time.

The infographic features a central red diamond shape containing four statistics. Surrounding the diamond are four large, stylized arrows: a teal arrow pointing down on the left, a grey arrow pointing down at the top, a green arrow pointing down on the right, and a blue arrow pointing up on the bottom right. The background is white.

\$1.9 BILLION

worth of goods and services
cross the border between the
U.S. and Canada each day

\$320 BILLION

worth of goods were imported into
the U.S. from Canada during 2012

Farrow processes more than

1,000,000

transactions (entries) annually,
on behalf of over 4,500 clients

Farrow manages a cash flow of over

\$1.4 BILLION

Farrow facilitates over

\$24 BILLION

in trade on behalf of our clients

Innovation. Flexibility. Integrated solutions.

SERVICE OPTIONS FOR SOLVING CLIENT PROBLEMS.

As the world of commerce evolves, the logistics of doing business must evolve alongside it. Farrow's integrated solutions help you stay ahead of an evolving marketplace by being flexible enough to adapt to changing regulations, and trusted enough to be implemented by some of the world's largest corporations.

Whether you're importing consumer products, or shipping parts for just-in-time delivery, Farrow ensures your business never stands still.

WHAT CAN WE DO FOR YOU?

- ⚡ Customs brokerage: importing to the U.S. or Canada
- ⚡ Exporting to and from anywhere in the world
- ⚡ International freight forwarding
- ⚡ Ground transportation throughout North America
- ⚡ Warehousing and logistics

Satisfaction. Delivered.

There's more to customs brokerage than ensuring your goods are cleared on time. In today's increasingly complex international environment, you need a partner that keeps you out front of regulatory changes in order to avoid costly delays at the border.

When you work with Farrow, you'll gain access to a network of offices across North America and affiliates around the globe. All backed by a century of experience helping companies just like yours cross borders, while complying with all the regulations that come with it.

WHAT CAN WE DO FOR YOU?

- Multiple immediate release options – PARS, ACROSS and PAPS
- Worldwide customs clearance
- 24/7 coverage at all major border crossings
- Electronic reporting
- Warehousing and distribution for the Midwest, Eastern and Western seaboard

Advice. Delivered.

At its best, a commitment to compliance should come from the top down – from senior management to your on-the-ground employees. The first step in implementing an effective program is gaining an understanding of risk and identifying opportunity.

Ask yourself: Is your company doing all it can? If your business came under scrutiny for non-compliance, could you afford empty shelves? When details are overlooked, penalties due to misclassification of tariff codes or incorrect product valuations can add up quickly. You could incur:

- ⚡ Duty increases after the sale of goods
- ⚡ AMPS penalties
- ⚡ Reconstruction of records
- ⚡ Lost sales due to border delays
- ⚡ Additional transport fees

As one of North America's leading compliance experts, our consultants can work with you to develop a plan to successfully navigate intergovernmental regulations and minimize the costly effects of compliance failure. With a Farrow Customs Consultant on your team, you'll learn where you should house your compliance program, how to implement written procedures and standard language, train staff, conduct quality assurance tests, ensure compliance with CBSA and USCBP regulations and more.

ASK US ABOUT

Analysis of your products, NAFTA certifications and recordkeeping.

- ⚡ Product import histories
- ⚡ Review of certificate and bills
- ⚡ Classification of parts and materials
- ⚡ Rule of origin under Annex 401
- ⚡ Origin of goods certificates
- ⚡ Managed services
- ⚡ Duty drawbacks
- ⚡ Audit support

Innovation. Delivered.

Farrow custom software solutions help you transform logistics processes and streamline customs clearance. Web-based and fully backed by expert IT resources, Farrow solutions can help you cut costs and ensure you are prepared for the road ahead.

CUSTOM SOFTWARE SOLUTIONS

Canadian Imports:

TradeSmartWeb

Track shipments and manage documents in real time with custom import and export software.

TradeSmartWeb cci

Process and complete Canada customs invoices online from anywhere.

TradeSmartWeb eManifest

Forward your freight information to customs even before you reach the border. Fully CBSA compliant, TradeSmartManifest ensures no holdups.

PARS Tracking

Enjoy real-time access to the status of all your Canada bound shipments.

U.S. Imports:

PAPS

Real time tracking of U.S. bound shipments online or mobile.

U.S. Reporting

Web-Based Notification and Reporting Technology for U.S. Ground Imports. Web-based tracking and reporting for U.S. Air and Ocean imports.

U.S. Documents

Secure, online access to all shipment related customs documentation.

U.S. eManifest

Process and transmit customs and manifest information to U.S. Customs and Border Protection before you arrive. Or, let Farrow handle it for you.

Customized front-end solutions

EZ-Link software and T.E.M.

Logistics. Freight Forwarding. Delivered.

When it comes to international trade, location is everything. No matter what you're shipping, or where it's going, our network of strategically placed warehouses and offices can ease logistics management by offering swift, easy access to borders, international airports and international trading centres.

We also offer global freight forwarding services, and will work with you on the continual development of your company's freight forwarding strategy. This can include a tailored solution based on international air and ocean, or domestic and road freight.

Farrow is a member of the World Cargo Alliance (WCA), as well as a founding member of the agent network known as G.O.A.L. (Global Ocean Agency Lines), through which we facilitate customs clearance, final delivery and leverage carrier savings. In addition, Farrow has Non-Vessel Operating Common Carrier (N.V.O.C.C.) status, and direct contracts with steamship lines and ocean carriers.

HOW CAN OUR LOGISTICS SOLUTIONS HELP GROW YOUR BUSINESS?

- Multiple mode international freight forwarding
- Deconsolidation, cross-docking and pick-and-pack services at select locations
- Export documentation
- Cargo insurance
- Letters of credit





Farrow. Your passport across borders.

You know how difficult managing large-scale retail locations can be. When those locations are in another country, the challenges multiply. We understand the challenges, because for over 100 years, Farrow has been helping companies establish and maintain stores and locations across North America. We've developed a deep knowledge of the pitfalls you may encounter and have formulated comprehensive strategies for dealing with them.

Retailing across borders. Delivered.

TURN BARRIERS TO ENTRY INTO STREAMLINED
PATHWAYS TO SUCCESS.

In today's business environment, successfully growing an international retail operation is more complicated than ever. As border security is tightened, even slight missteps can drive up costs due to unforeseen tariffs and penalties. The best strategy is to integrate regulatory compliance into the basic fabric of your company.

Farrow can help. We can review your company's current regulatory processes and procedures, in order to optimize profit and mitigate risk. We can also help you implement a comprehensive cross-border security plan to ensure your supply chain is never broken.

WHY DO SOME OF THE WORLD'S LARGEST RETAILERS TRUST FARROW WITH THEIR INTERNATIONAL OPERATIONS?

- ⚡ Expedited shipping clearance
- ⚡ Automated accounting procedures
- ⚡ Reduction of border delays
- ⚡ Global regulatory compliance
- ⚡ Expertise in North American and Global retail and distribution

Awards and Associations.

Farrow is honored to have been named one of Canada's Best Managed Companies seven years in a row.



Our company is also a long-standing member of the customs brokerage community. We hold membership in the following associations:

- Air Cargo Security Program (ACS Transport Canada)
- American Association of Exporters and Importers
- Association of International Customs and Border Agencies (AICBA)
- Canadian Association of Importers and Exporters (CAIE)
- Canadian Association of Mold Makers (CAMM)
- Canadian International Freight Forwarders Association (CIFFA)
- Canadian Produce Marketing Association (CPMA)
- Canadian Society of Customs Brokers (CSCB)
- Customs-Trade Partnership Against Terrorism (C-TPAT)
- Footwear Distributors and Retail Association (FDRA)
- International Compliance Professionals Association (ICPA)
- National Customs Brokers & Forwarders Association of America (NCBFAA)
- Partners in Protection (PIP)

HIGHLIGHTS OF OUR COMMUNITY-RELATED ACTIVITIES:

- ▬ Habitat for Humanity
- ▬ Employee volunteer program
Days of Caring
- ▬ Huntley J. Farrow Memorial
Scholarship
- ▬ Community sponsorship
and donations
- ▬ United Way

Convenience. Delivered.

Find the coverage and convenience you need to grow your business. Our 45 locations across North America mean that whenever your products cross the border, a helping hand is always available. With Farrow as your broker partner, you're everywhere.

Canada

BRITISH COLUMBIA

Vancouver (Pacific Highway)
604.535.5220

Vancouver (Delta)
604.525.3683

ALBERTA

Calgary
403.735.0560

Coutts
403.344.3931

Edmonton
780.423.5444

Edmonton (Airport)
780.890.7230

ONTARIO

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