



DOING MORE WITH LESS

How to leverage your supplier relationships for better results

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WHAT HAPPENED IN MARCH?

- Borders closed to non-essential travellers & businesses shut down
- Work from home became our new reality
 - IT resources strapped – projects got delayed to get workforce established
 - Training staff on new procedures
 - Many became unreachable by phone
 - Paper to digital
- Clients started to downsize
- Import volumes fluctuated based on industry
- Brokers/forwarders adjusted staffing in response

CHANGES WERE EVERYWHERE!

- Contacts changed & new relationships were formed
- Clients started to look at different products
 - PPE
 - Sanitizers, cleaners
- Manufacturing & supply chain changes
- Customs changes
 - Duty deferrals (with time limits & qualifications)
 - Duty free status of qualifying goods (PPE)
 - SWI in Canada
- USMCA came into effect July 1, 2020

WHAT DIDN'T CHANGE

- Companies were still importing and customs brokers were still essential
- Clients are our lifeblood and we had to find a way to maintain service levels
- We all have a job to do
- Relationships matter now more than ever

HOW CAN WE HELP YOU?

- Classification advice
 - Ruling applications
 - Database creation (to the SKU level) & maintenance
- Go digital!
 - Online visibility
 - Customs documents, real-time shipment information, invoices, reports
 - EDI invoice transfers
 - PO Management
 - 750/B3 EDI transfer back to you
- ISF filing
- CF28 & 29 responses

HOW CAN WE HELP YOU?

- Audit activity
 - Compile information
 - Identify potential issues
 - Prepare responses & communicate on your behalf
- Data is key!
 - Customized reports
- Identify duty savings
 - Trade agreements
 - E-commerce
 - Drawback potential

HOW CAN YOU HELP YOURSELF?

- Be honest about your situation with your suppliers
 - We are making business decisions based on our conversations with clients
 - Tell your broker where they can improve & work towards a solution
- Consolidate services where possible
 - Improves flow of information
 - Reduction in service fees
 - Higher profile with your service provider
- Ask for help when you need it
 - Know that some extras will come at a cost and that's okay
- Make time for your service providers
 - Keep your regular meetings
 - Lack of response could mean demurrage, storage or delivery delays

FDRA STRATEGIC PARTNER

- Farrow is the North American Strategic Partner for customs brokerage services
- You don't have to be a client to ask questions
- If we can't help you, we will point you in the right direction!

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