



Removing barriers...

one shipment at a time.

 **Cole**
International®



Cole International doesn't 'dabble' in logistics. It's all we do, all day long. Because we've seen and dealt with every conceivable issue, we are very adept at finding quick, cost-effective ways to keep your business on the move.

Removing transportation barriers and earning each customer's trust one shipment at a time, Cole International delivers creative solutions to your international logistics needs.

For more than 50 years, we've been honing and expanding our capabilities in customs brokerage, freight forwarding and warehousing as well as customs, sales tax and compliance consulting. With offices in all major Canadian cities and our expanded presence on the US northern border (including all major Canada/US border crossings), Cole International is known for the passion of our people, the depth of their knowledge, and our ability to make swift and effective decisions.

Whether you need a single link in the logistics chain or a total logistics solution, you can trust Cole International to navigate the complexities of the international logistics landscape on your behalf, leaving you free to focus on the other demands of your busy days.

After more than 50 years in the Customs Brokerage & Logistics business, we understand what keeps our customers up at night:

“Are my shipments being handled properly?”

“When I call, will I get a real person who knows me and my business...or will I have to waste time explaining myself to someone new?”

“Am I going to get the same level of service as your larger clients?”

“I’d like to switch to a new logistics company but worry that things might fall through the cracks.”

“I need someone capable – someone who’ll make my job easier. Will you deal with all the problems and the paperwork?”

“Communication is very important to me. I don’t like being in the dark. Will you keep me informed...even before I ask?”

For every question, Cole International is the logical answer.

For importers and exporters, keeping your goods on the go is key to a thriving business. You can’t afford customs issues or cross-border hang-ups, and you certainly don’t have time to deal with them.

That’s why so many importers and exporters partner with Cole International. Our experience in all modes of transportation allows us to create optimum supply chain solutions geared toward each customer’s unique needs. For customers who like to be treated fairly and receive great value, we serve as ‘trusted trade advisors’ who work tirelessly to provide not just any solution but the *right* solution.

Cole International has been in the Customs Brokerage & Logistics business for more than half a century...and we have clients who’ve been with us just as long. These enduring relationships and the countless testimonials they’ve spawned are true testaments to Cole International’s commitment to extraordinary service.

Your ‘Encyclopedia of Trade Knowledge’

Unless you live and breathe logistics all day long (like we do), you’re not likely to understand all the complexities and intricacies of the industry...and nor should you have to. With Cole International in your corner, you’ll benefit from our unparalleled experience in the ever-changing, increasingly complex customs landscape. We also keep in constant touch with new advances in customs brokerage, and we spearhead new technologies and processes in response to our customers’ needs.

Swift, effective decisions make for swift, effective service

Cole International has been purposefully structured to be flexible, fluid and fast in making key decisions on each customer’s behalf. Instead of getting bogged down in clunky ‘chains of command’, we get about the business of getting things done.





Customs Brokerage

For our customers, Cole International provides any degree of service – from a single link in the logistics chain to full ‘door to door’ service.

Canadian Customs Brokerage

- Customs Clearance
- Consolidated Entry Preparation
- Canadian Food Inspection Agency Releases
- Department of Foreign Affairs Permit Applications
- Manifest Preparation
- GST Direct Program
- Importer Duty Direct Program
- Cole Portal (Online Import Visibility)
- Supply Chain Reports
- Temporary Entries
- Export Documentation
- Full EDI (Electronic Data Interchange)
- NRI (Non-Resident Importer) Clearance
- ColePac Small Parcel Service

US Customs Brokerage

- Customs Clearance
- Temporary Entries/TIBs
- Export Documentation
- Full EDI (Electronic Data Interchange)
- ColePac Small Parcel Service
- US Government Agency Representation
- Duty Drawback
- ACE e-Manifest
- ISF Filing (10+2 and 5+2)
- Shipment Tracking
- NAFTA Certificate of Origin
- NRI (Non-Resident Importer) Clearance
- Trade Audit & Consulting Services
- Continuous Bonds
- Customs Binding Rulings

ColePac: Simply the best transborder service for your small packages

When you have small packages moving between the United States and Canada, ColePac is the most reliable and cost-effective way to get them to their destinations. Along with door-to-door delivery at competitive rates, this complete service provides all the necessary customs clearance.

US Ports of Clearance

Cole International USA has offices at strategic points along the US northern border with National Permit and Remote Location Filing in all commercial ports of entry across the United States. With our experienced brokerage and consulting services nationwide, we can also file ocean and air entries via our RLF program or manage your entries using an on-site entry filer.

Transportation & Warehousing

International Freight

Ocean

- LCL (Less than Container Load)
- FCL (Full Container Load)
- Export Documentation
- Letters of Credit
- Breakbulk

Air

- Standard & Expedited Services
- Passenger & Cargo Aircraft options
- Hand Carry
- Air Charters
- Cargo Insurance
- Export Documentation
- Letters of Credit

Transborder/Domestic Freight

Ground

- Rail/Intermodal
- LTL (Less Than Truckload)
- FTL (Full Truckload)
- Specialized Equipment
- Assembly & Distribution
- Full logistics support for Non-Resident Importers

Air

- Standard & Expedited Services
- Passenger & Cargo Aircraft options
- Hand Carry
- Air Charters
- Cargo Insurance
- Assembly & Distribution
- Full logistics support for Non-Resident Importers

Project Cargo

For large projects that require the coordinated movement of oversized, overweight and high-value cargo, Cole International's Project Cargo team has what it takes to get the job done – on time, on budget, anywhere in the world.

For clients in such industries as oil & gas, energy, mining, manufacturing and aerospace, Cole International provides professional charter and over-dimensional transportation services by road, rail, water and air. Our Project Cargo team combines broad domestic and international experience with unmatched knowledge of the logistics landscape.





Warehousing & Distribution

- Order Fulfillment Pick & Pack
- Kitting & Tagging
- Deconsolidation & Cross-docking
- Reverse Logistics
- Cole Portal – Warehousing (Online Inventory Visibility)
- Full EDI Capability

Additional Freight Services

- Supply Chain Consulting
- Crating
- Online link to carriers across North America
- Cole Portal – Freight (Online Shipment Visibility)
- ColeCargo

Supply Chain Consulting

Cole International helps clients work through inventory management and freight issues, rate negotiations for Requests for Proposals and Requests for Quotes, supplier evaluation and selection, procurement practices, performance metrics, and so on. For small and medium enterprises without full-time logistics or traffic departments and companies that simply don't have the time or resources to deal with these crucial logistics functions, Cole International is an ideal fit.

ColeCargo

For our Canadian clients whose suppliers offer 'free shipping to anywhere in the US', ColeCargo provides a secure and convenient US destination. We can then provide warehousing services on-site or transport your goods to any Canadian location. Based at our warehouse facilities, ColeCargo accepts skids, crates, pieces of equipment and machinery – pretty much anything that can be cross docked.

Trade Consulting

While Cole International's Customs Brokerage division focuses primarily on getting your goods released and reporting to regulators, our Consulting division provides comprehensive technical support on complex customs issues. Our involvement ranges from compliance management to strategic planning to championing new legislation in the interests of your business.

Customs Brokerage Consulting

HS Tariff Management

The world's largest trading countries use the Harmonized System (HS) of tariff classification. For resident and non-resident customers, Cole International reviews existing HS tariff classifications and prepares fully researched, customs-compliant databases.

Additional Customs Brokerage Services

- Tariff Relief
- NAFTA Sourcing & Record Keeping
- Other Free Trade Agreements
- National Customs Rulings
- Value for Duty
- Drawbacks
- General Audit Agreement
- International Trade Study

Compliance Consulting

The true value of customs consultation boils down to knowledge and effort – how much your consultants know...and how hard they're willing to work for you. By combining unparalleled experience with a tireless commitment to each customer, Cole International is working hard to become the premier supplier on the compliance side of the logistics landscape.

Compliance Management

The trade environment changed dramatically with CBSA's introduction of the Administrative Monetary Penalty System (AMPS). Cole International's services include compliance and systems reviews, HS databases, compliance seminars and training, profile management and customer-specific consultation.

Audit Response Unit (ARU)

Customs audits are serious matters not to be treated lightly. Seemingly innocent requests for information often lead to major audits with potentially huge liabilities. Trying to go it alone without full knowledge of what may happen can have a very expensive outcome. With Cole International on your side, your audit is far more likely to have a happy ending. Our Audit Response Unit liaisons directly with customs officials, helps prepare any required documentation, and draws upon their extensive knowledge of customs regulations and practices to resolve issues and help you avoid steep penalties.

Additional Compliance Services

- Penalty Reduction Agreements (PRAs)
- Voluntary Disclosures
- Penalty Mitigation
- Seizure Appeals





Border Security Consulting

Cole International's consultants will help you navigate and negotiate the ever-changing, ever more complex border security issues that have become the norm since 9/11.

C-TPAT (Customs Trade Partnership Against Terrorism) & PIP (Partners in Protection)

These joint initiatives aim to strengthen supply chain and border security by building cooperative relationships between US Customs and businesses. Through these initiatives, Customs asks businesses to ensure the integrity of their security practices and communicate their security guidelines to business partners within the supply chain.

To help you develop and implement a program to enhance security across the supply chain, Cole International undertakes all aspects of the application and acceptance process including preparation and submission of the Memorandum of Understanding and the supply chain security profile questionnaire. We also conduct a comprehensive assessment of supply chain security using the guidelines jointly developed by Customs and the trade community. These guidelines encompass areas of procedural security, physical security, personnel security, education and training, access controls, manifest procedures, and conveyance security.

Security Maintenance Program

Each year, members of C-TPAT and PIP must be polled to identify their ongoing commitment to security, and security profile and policy updates must be submitted to Canada or US Customs or both. Annual self-assessment and reporting are necessary to maintain your security status. Cole International proactively manages your maintenance requirements for both security programs.

Capital Projects

Align yourself with a customs consultancy group that will give your large-scale projects the specialized handling and dedicated attention that's so crucial to their success.

For companies constructing, importing or exporting manufacturing/processing facilities or similar capital projects whose scope or volumes demand special care and attention, Cole International's consultants apply their experience to ensure:

- Timely release & delivery of goods
- Minimized Duties & Taxes
- Full compliance with regulatory requirements & CBSA standards.

Our proactive approach begins well in advance of the importation of goods. As careful coordination is required during the construction and procurement phases of large projects, we help clients, their engineers and their buyers identify potential customs issues and duty relief opportunities in advance, allowing them to make smarter, more cost-effective decisions.

Experience is key. The scope and cost of capital projects demand a partner who knows the issues, the players and the CBSA to ensure all required products flow uninterrupted to the site at the lowest possible cost. Cole International's capital project experience includes oil & gas refineries, manufacturing plants, oil sands mines, petrochemical complexes, power plants and airport expansions with budgets ranging from a few hundred thousand to over six billion dollars.

Commodity Tax & Compliance Consulting Services for Non-Resident Importers (NRIs)

When a non-resident vendor acts as the Canadian Importer of Record (IOR) or a Canadian operation receives goods from a foreign parent, matters of sales tax compliance can become complicated and – if you don't have a good understanding of the Canadian sales tax landscape – unnecessarily expensive.

Cole International's Commodity Tax & Compliance division will help you navigate this complicated environment. As the only logistics company in Canada with commodity tax consultants, Cole International offers comprehensive sales tax advice and practical cost-cutting tactics you simply can't get anywhere else.

NRI Consulting Services

- Government Audit Representation
- Sales Tax Compliance Reviews
- Sales Tax Recovery Service
- GST Registration
- GST/HST Return Service
- GST/HST/QST Voluntary Disclosures
- Canadian Market Entry Planning
- Customs Valuation
- Strategic Planning
- Interpretation Opinions

We've been working with the Canadian Goods and Services Tax (GST) since its inception in 1991, and we are intimately familiar with every aspect of the legislation as it relates to cross-border transactions.

True to the Cole International customer service attitude, our Commodity Tax & Compliance division always takes that extra step beyond the customer's expectations. Beyond obtaining your GST refund, we look closely at potential exposures, identify refund opportunities and explore the most effective ways to minimize penalties and interest. Should you find yourself in a difficult audit situation, Cole International will act as your representative and your 'buffer' with regulators and authorities. And beyond taking complex legislation and making it relevant to your needs, we provide the peace of mind that comes with knowing your business is fully compliant.





Your single-source logistics partner

Cole International is a logistics solutions provider. We provide the full spectrum of services not only in customs brokerage but in transportation, warehousing and customs, sales tax & compliance consulting as well. Additional logistics services include logistics planning, transportation consulting and project management.

With our broad base of logistics experience and network of transportation suppliers around the world, Cole International is skillful and efficient in handling even the most complex shipment requirements.

Cole International moves goods.

People move Cole International.

Cole International is a company with a human face. When you call, you talk to a real person; and every office is staffed with knowledgeable people our customers can call to get the help and the answers they need right now.

Since the very beginning, Cole International has focused on building a team of people who understand the logistics landscape inside and out. More than 80% of Cole International's Technical Service Reps (TSRs) are Certified Customs Specialists (CCS) with the Canadian Society of Customs Brokers (CSCB), while many employees in our Transportation division hold industry-relevant certification or designations such as Plog (Professional Certification in Supply Chain Logistics), CIFFA (Canadian International Freight Forwarders Association) and CITT (Canadian Institute of Traffic and Transportation). All employees continually work to expand their knowledge through educational programs and industry certifications.

By virtue of our positive, cohesive corporate culture and our strong track record of making things happen and doing things right, Cole International has been able to attract and retain highly qualified people as eager as we are to be recognized as the best in the industry.

Thanks to the passion and integrity of our people, we enjoy a positive working relationship with the Canada Border Services Agency (CBSA), whose agents regard Cole International as a quality service provider whose creative solutions work for both sides.

“What do I need to consider when looking for a Customs Broker, Freight Forwarder or Trade Consultant?”

Choosing a partner for your importing and exporting needs can be a daunting, often perplexing task. In your search for an experienced, highly competent partner, keep the following considerations in mind:

Responsive support. Quick and easy access to a licensed broker and logistics partner is crucial to your business. At Cole International, we believe you deserve direct access to industry professionals who are intimately familiar with your business. That's why we make this a key component of our service commitments.

Rapid response times. Look for companies that respond quickly to your inquires. If they aren't responding quickly to a potential new customer, how will they perform when it comes to the day-to-day issues involved in clearing customs?

Our people have a real passion for what they do...and who they do it for. Setting up our clients for success in their trade dealings is the thing that drives and inspires us.

Top-shelf service for every customer. Many customs brokerage and logistic companies devote the lion's share of their resources to their high-profile clients, leaving their smaller customers to get lost in the woodwork. You'd do well to use a partner that prides itself on delivering the same level of personalized service to small and medium enterprises as it does to the larger clients.

Effective document management. Clearing shipments through customs is all about managing documents. Look for a customs broker who understands and supports the need for precision and the importance of total compliance. When it comes to customs clearing, corner cutting is just a disaster waiting to happen.

Assets can be over-rated. Many people associate 'freight' with transportation assets – trucks, trains, ships and planes – and they measure a logistics company's capabilities by the size of its fleet. Those who feel it's better to work directly with companies that own and operate their own equipment may not recognize the advantages of working with a third-party logistics company like Cole International. While asset-based companies are limited by equipment availability within their fleets, Cole International's global transportation network provides broad, largely unfettered access to whatever equipment best suits a customer's needs.

Integrity and accountability. There's no such thing as a perfect shipment. What matters is how your customs broker handles issues when they arise. Choose a company with a proven record of responding quickly and creatively to matters that demand creative solutions.

Wherever you need us, you'll find us

Cole International operates a robust network of offices across Canada, each staffed by long-term employees who know their stuff. To help keep your business on the move, we have established offices in all major Canadian metropolitan centers and at key Canada-US border crossings.

We work hard to build and maintain relationships with customers who see the value in proactive, anticipatory service focused on making their jobs and their lives easier.

- Customs Brokerage Services
- Customs Brokerage & Freight Services
- US Branches
- Warehouses
- Consulting Services



