



# EVENTS ON THE MOVE

Customs & Freight Logistics

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Events on the Move Enterprises Inc.

Customs and Freight for International Meetings and Conventions

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EVENTS ON THE MOVE

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## About Paul Griggs

Paul Griggs is the founder of Events on the Move - a Customs Brokerage and International Freight Forwarding company dedicated to the Meeting, Convention and Exhibition industry. Based out of Vancouver, Canada, Events on the Move works with convention planners and exhibit managers to plan and execute the shipping of conference material to hotels and convention centers across Canada.

Paul's current portfolio as Director of Sales and Marketing for Events on the Move involves working with meeting planners and exhibitors throughout the United States and Canada with their international shipping and Customs requirements. Paul is an active member in many professional organizations including PCMA, ASAE and MPI.

Paul has delivered presentations on customs and freight to a variety of audiences across North America. He has also written articles for some of the leading industry publications.



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# Customs Brokers

## Meetings and Conventions

### Choosing a Customs Broker

Choosing the right customs broker will be critical to the success of your international shipment. Major things to consider include: experience, location, and cost.

#### Experience in the convention and meeting industry.

Customs brokers generally specialize in certain industries. It's very important to work with a broker that specializes in your industry. Highlighting the uniqueness of your industry may be elementary, but in the shipping world, the meetings and conventions industry poses unique challenges. For example, there are few other industries that require absolute guarantees that your material arrives on time. Customs delays of days, sometime even hours can mean the difference of having your material at your event, or having nothing. Often, events move-in or move-out after hours and on weekends requiring your broker to do the same. While there may be hundreds of accredited customs brokers in the city or country you are working in, there may only be a select few that specialize in meetings and conventions.

#### Experience in the country you are working in.

Each country is unique in the treatment of importing goods for trade shows and exhibitions. A good customs broker, knowledgeable in the country you are importing into, can not only ensure your goods clear customs but also minimize duties and taxes.

#### Consider your time zones.

One of the challenges of working internationally is communicating with your suppliers across many time zones. Some brokerage firms have offices in the U.S. as well as abroad and offer advantages when working through time zones. However, large firms often differ from country to country and you end up starting a 'new relationship' with your broker when you arrive in your city. The bottom line with location, is that you need your broker on your time zone when you are at your event. If there is a problem in Spain, it will not do you any good if your broker is in Florida. Some locally based brokers can travel with you to your event. This is most ideal as you can have a single point of contact throughout your entire conference.

### Cost

While cheaper is not always best, it is important to budget for your shipping knowing what your customs charges will be. One of the challenges for a meeting planner when working with a customs broker is understanding the rates and charges they will expect. The language and terms on the invoices can reflect the complexity of the importing industry. Ensure you have in writing what the 'door to door' costs will be. There are always four to five fees that will build up an invoice. Remember that fees generally don't include the duties and taxes that may be applicable. If you don't understand the quote, ask your broker to explain what the charges reflect.

### **A Note on Customs Delays**

Quite possibly the most frustrating aspect of shipping internationally is to receive some sort of notification that your freight is 'stuck at customs'. In fact, there is no physical place that your freight goes when it is 'stuck at customs'. Your shipment is usually still with the carrier – either in a truck or their warehouse and waiting for some sort of clarification, paperwork or payment. Generally, most issues can be dealt with via email or a phone call and should not take more than a few hours to fix. The key of course is to ensure that delays won't impact the delivery time. Always track your shipment personally.

### Paperwork errors

The most common problems with shipments getting stuck in customs are paperwork errors and the broker not having enough information. Delays are rarely due to problems with the actual commodity being imported.

Logically then, the easiest way to get the freight out of customs is get the paperwork sorted out. This usually involves talking directly with your freight carrier and your broker. If these delays happen on-site, you may need access to your original paperwork. Having your paperwork with you will help if you need to re-fax forms to the right people.

*Remember:*

*Paperwork errors and lack of sufficient information are the biggest reasons for delays.*

*Take original paperwork with you*

### **Be prepared to adjust your packing list for international shipping**

Before you commit to taking your materials with you, write out a preliminary list and send it to your broker or shipping company to confirm that entries will not be turned away or subject to delays. Keep in mind that your customs broker may need some time to research all your items. Allow yourself enough time to make changes to your shipping plan if you find the cost of shipping your materials is prohibitive.

Remember that you are importing goods into another country and will be dealing with governments and their agents. These things take time – plan for it.

## **Your Broker will need a Commercial Invoice**

The commercial invoice is a legal document that gives your customs broker all the information they need to move your shipment into a foreign country. Essentially, the commercial invoice is a declaration by you telling the broker what you are sending. It involves a complete list of each item you are sending, the country where it is made and the value. Often a list printed on your company letterhead with your signature can suffice. Otherwise, each broker will have a blank commercial invoice that you can complete. Completing the commercial invoice can take a little time, but it is well worth it if it enables your broker to submit your shipment properly.

*The Commercial invoice – the most important document for customs*

### Other documents

Some commodities will need radio-frequency numbers found on the back or bottom of electronic equipment. Some countries are going to be more stringent than others – talk to your broker about what is required. Most brokers will also require a Power of Attorney and your Federal Tax ID number.

*Hint: Ask if your broker can prepare some of these documents for you – you can simply copy it onto your letterhead for signature.*

## **Fees for Customs Brokers**

Rate schedules are most often based on the value of the goods you are sending combined with the services that the broker is providing. There will generally be some fees for importing your goods into the country you are working in as well as fees for importing the goods back into the United States. Ensure you are getting both of these services from your broker.

Rates are related to manufacturing (or wholesale) value of goods. The reason for the relationship with value are the risk associated with tax, duty, bonds being posted and other sureties that the broker will have directly with the government. Remember that you dictate the value of the goods on your commercial invoice thereby dictating the fees you will be charged. Don't over estimate the manufacturing value of your goods.

*It is important to obtain a rate sheet of the services your broker will be performing.*

*Tip: The value that you declare on your commercial invoice will not only trigger the rate your broker will charge, but also the amount of duties and taxes you will pay.*

*Tip: The more entries you send into the country the more work your broker is doing and will charge you for. In all cases, it will be less expensive to ship one entry into the country than to ship the same amount over three or four entries.*

### **Tips to ensure everything goes well on-site**

Get the name and number of the local broker and begin the relationship early. On-site is where you are going to need problems fixed quickly and it will help if you have already begun a good working relationship.

Take the original documents with you and have copies at your office. If your freight is held up, or paperwork does not get transferred into the right hands, you may need to supply your carrier, or local agent with these original documents.

Ensure that your broker is comfortable with the exporting of your goods as well. Ask yourself what other information your broker will require in order to get your shipment home again.

### **Duty and Tax**

Most countries will require you to pay for duties and taxes on the total value of the goods that will remain in the country. They may call it Value Added Tax (VAT), or Goods and Service Tax (GST) or any other name all together. The range of duty and tax will vary at each country but in most countries, the tax will range from 7% to 25% of the total declared value of the goods.

Out of the 220 countries in the world 150 have some sort of value added tax. Out of these 150, 46 countries will have some sort of refund policy. However, out of that 46 somewhere around 30 have a good refund policy – making it easier for your organization to apply for a refund.\*

As a meeting planner, your considerations for site selection should include the liabilities your organization will face in terms of the tax amount. You should inquire if refunds are available.

One needs to pay very close attention when shipping into a country that has a VAT. If you don't make the necessary arrangements, your entire shipment will be levied the import VAT – anywhere from 7% to 25%. It will be very difficult to get a refund if the documentation was not done correctly. Particular attention needs to be paid to the 'importer of records'.

Not all companies will be eligible for a refund. In fact, many countries will not offer United States based companies a refund at all. Reciprocity is a term used to describe whether or not a country will honor a refund from the U.S. The first thing a meeting planner should do is understand if they will be eligible for a refund or not. Secondly, your organization may have affiliates in the country that is hosting the event. This will make it easier to import your supplies. Alternately, your organization can consider gaining foreign status temporarily to take advantage of tax.\*

Unless you are putting items on a temporary import bond or a carnet, your duties and taxes will be payable on the value of the entire shipment. In many cases, paying the duty and taxes may be less expensive than paying for a carnet or TIB.

Consider that laws governing tax rates and import regulations are guaranteed to change. What was in place for your past event, may very well be different at your next.

### **Saving Duty and Tax**

In some cases, you may not be eligible for tax savings when you import your shipment. However, there are a number of ways that your organization can avoid paying import VAT. This would be specific to your company, event and location but could include using an importer of records if you have an affiliate in the foreign country.

### **Meetings in Canada**

In Canada there are provisions to set your event up in a way to avoid paying duties and taxes on the goods you are importing – regardless if you are giving them away or not. To qualify, you need to be a foreign organization with 75% or more attendees from outside Canada and you cannot be open to the public. The government of Canada recognizes that if the majority of your attendees are from outside Canada, then whatever material is brought in for sale or exchange will be taken out of Canada by the majority of attendees. It is a great service and best of all – it's free. Your Canadian broker knows these privileges and will apply for them on your behalf at no charge. Canada is the only country offering this privilege to meeting planners.

Another advantage to meeting in Canada is that in many cases, your goods can clear customs at your venue – rather than at the border. This service is called "Border to Show". Your customs broker in Canada can set this up for you at no charge. This means that your shipments will travel from the United States and move directly to your hotel or convention center – clearing customs along the way or at the hotel / convention center - all but eliminating the worry of things getting stuck in customs. This is a great privilege and worth taking advantage of. Best of all – its free to set up with your Customs Broker.

A Carnet of Temporary Import (TIB) is a type of importing that will avoid paying any duties or tax provided the shipment is to be returned after your event. This could be useful for high value exhibit displays, or registration and office materials. Keep in mind however, that if you are giving anything away, you will not be eligible for some of these services. Alternatively, you can split your shipment for goods that are returning and goods that are being left in the country. Remember that the Government only wants tax on the goods that are entering and remaining in their country. Depending on the value of your goods, it is sometimes cheaper to pay the VAT than to pay your broker for a TIB or Carnet. Your broker will advise you on this.

### **VAT and Tax Recovery**

If you are not eligible for tax free status, most countries will require you pay your VAT up front and then apply for a refund if you can prove that not all the goods remained in the country. Not all countries will even offer a tax refund as an option. Much depends on the country you are shipping from. The best approach to tax recovery is to import properly in the first place and try to avoid the import VAT. However, if you are looking for a refund, you can do this on your own, provided you have original receipts (copied work in some cases) and you have the time to wait for your refund. The timing for refunds can be anywhere from 4 weeks to 6 months. There are companies that specialize in tax refund for your conventions and meetings. They generally work on a percentage of total refund and usually require original receipts. It is a good idea to copy the receipts for your records, but you will likely get the originals back with your refund.

Keep in mind that there are expirations on your eligibility to claim a refund. For example, GST/HST refunds on expenses incurred in Canada can be claimed up to one year after the date of the invoice (accommodation expenses), or the end of an event (trade shows, conferences and symposiums). A hotel invoice dated August 10, 2002 would have been filed for a GST/HST refund claim by August 10, 2003.\*

\*courtesy of International Sales Tax Refund Corporation



# International Shipping

## Meetings and Conventions

When you are considering your shipping, consider what you can obtain locally and what needs to be shipped. Unlike domestic shipping, international shipping tends to be more expensive when you factor in the distance, customs and VAT. It seems rather basic, but if you obtain something locally, you can avoid the costs of shipping. Once you have decided what items you will be shipping call your freight forwarder or customs broker to ensure that the commodities won't cause a problem in customs.

### Freight Forwarders

Freight forwarders are companies that broker freight on a multitude of different carriers. Their primary advantage is their flexibility. They can move small boxes to crates of exhibit material anywhere in the world at any speed you need. Unlike other carriers, the freight forwarder can choose a carrier to meet the specific needs of your shipping and will often use two or three carriers along the way. Some of the largest freight logistic companies in the world are freight forwarders. In fact many freight forwarders are also customs brokers – ensuring a smooth transition though international borders.

### Selecting the right Freight Forwarder

This follows the same criteria as choosing the right customs broker:

#### Experience in the convention and meeting industry.

Choosing a freight forwarder that specializes in the industry will ensure that they understand that delivery and pick up times may be on weekends or after hours. They will also understand the time sensitivity of your shipment.

#### Experience in the country you are working in.

Shipping internationally is very different than shipping in the U.S. There are restrictions, permits and by-laws that change from country to country. Even terminology in the shipping industry changes quite dramatically from one continent to the next.

#### Consider your time zones.

Having your carrier or freight forwarder on your time zone when you are at your event is critical. Unlike customs, where most of the challenges should have presented themselves days prior to delivery, the freight forwarder's timing is down to the hour. This is when you need to know the status of your delivery as they are bringing it to you.

International Shipping con't

### Customs

Ideally, you want to pick a freight forwarder who is also a customs broker. However, the likelihood that they are licensed in every country you are working in is slim. Therefore, they typically will have working relationships with brokers in the country you are working in. This is ok- but be sure to get the name and contact number for the actual company that you will be dealing with on site. If you are in Europe, you are going to want to call the shipping company directly if there is a problem. It does you no good to be in Europe when your supplier is in DC and your shipment is stuck in customs.

### **Shipping companies often use 3<sup>rd</sup> party agents**

In most cases, carriers will contract their overseas work to other cartage companies. This means that the company that delivers your material will not be the same as the one that picks it up. Your local shipping company will always be responsible for the entire journey, but if there is a problem when you are overseas, you will want to talk to the actual company that has your freight. Therefore, get the name number and contact person at your destination. Find a company that you can contact 24 hours per day 7 days per week.

*Hint: Obtain the names and numbers of the local agencies and hours of operations (including a 24 hour contact number).*

### **Holding your shipment for delivery**

Hotels would agree that they are not experts in shipping and rarely have the space to receive and hold your materials. You don't want to be in a position where your carrier has delivered the freight, but no-one seems to know where it is. Consider having your carrier hold the freight in their warehouse until you arrive at the hotel. As long as the freight is in the city and has cleared customs, it should only be a matter of hours to bring it to your hotel.

If you are shipping to the hotel prior to your arrival, ensure that the recipient (consignee) will accept your materials and store them for you. Find out what they will charge you for this service. Ask them to check the freight for any damages or shortages BEFORE they sign the Bill of Lading.

*Tip: Ship early – it's that simple. You need to factor in time for customs processing which can range from 2 days to 1 week. If there is a national holiday in there, this could take even longer.*

Often you can ship weeks in advance without any storage charges. It is always better to have your shipment sitting in the country/city that it is supposed to be in, rather than having it waiting for pick up at your office.

## **Avoiding Problems**

### Know the description of your shipment

Record the size, color and shape of each piece along with a number on the shipping label. This may sound like a lot of work, but when your carrier tells you that only 8 of the 10 pieces are in San Juan, Puerto Rico you need to know which 8 they have and, more importantly, which 2 are missing. The description of the pieces (a blue Rubbermaid bin for example) will help the carrier locate the missing piece when they do their warehouse check. In the meantime, you know what is missing and can begin planning for your other options.

*Hint: Record the size, color and shape of each piece and match your description with the number on your shipping label*

### Track your shipment every day

Tracking your shipment is the job of a good freight forwarder. However, if you want to be in control, track your shipment yourself. Even if it means calling the freight forwarder every day to get an update on the progress. Sometimes, your shipments can be tracked online. If you are tracking your freight and you see it sitting in a city for more than a day, there could be a problem. This is called a 'stalled shipment' and often indicates a service issue.

### Get a Proof of Delivery (P.O.D.)

The most important step in the shipping process is the final proof of delivery. This is when the bill of lading gets a signature and the carrier is no longer responsible. When the proof of delivery is you, you are able to verify that everything is in good order. However, when you ask the hotel to do it for you, you are trusting that they will take the time to ensure that all the pieces are there and that there is no damage. It is essential to get the name of the person at the hotel who signed for your shipment.

*Tip: When you're getting confirmation of the piece count, ask the consignee to actually count the pieces that are in their storage or warehouse, rather than read it off of a bill of lading. It is helpful when you don't tell the person how many pieces there are supposed to be. This way there is a higher likelihood that they will actually count the pieces.*

### If it is really important – take a copy with you

There are some documents that are going to be critical to your event or presentation. Things like business cards, presentation folders, registration forms, evaluation forms, awards or certificates are critical. Take one copy of each in your brief case or carry-on and save a back up in your computer. This way if everything else falls to bits, you can take that one brochure or registration form to a local printing or copy center. Business cards can be turned around in a few hours and 3 page color brochures can be re-printed.

### Holidays and working hours

Find out whether there are any national holidays in the days and weeks *prior* to your event. Holidays backlog the supply chain from warehousing, trucking and customs. Working hours - particularly with customs - can be different in the country you are going to. It is good to know what you are up against when you are planning your shipment.

## **Cargo Insurance**

Every time you sign a Bill of Lading, you are agreeing to the terms and conditions found on the back of that document. If you ever feel like reading it, you will find that the carrier *Limits* their liability to a very small amount of money (often far below the actual value of the shipment). If your shipment is lost or destroyed, the carrier will be responsible for that amount of money - in most cases about \$50.00. Purchase full cargo insurance if your carrier offers it or arrange to have your CGL (Commercial General Liability Insurance) from your office cover your shipment while in transit. This may already be covered or you may need to purchase a "Rider".

## **The Bill of Lading is a Legal Document**

This is the single most important documentation for your carrier. You and the carrier will have an agreement that you sign called the Bill of Lading. It will over-ride all other agreements between you and your freight forwarder. This will indicate how many pieces you are sending, where they are going and how fast they are going to get there. Additionally, it will limit the carrier's liability if there is a problem with the shipment. The instructions on the Bill of Lading will always over-ride any verbal instruction you give to your shipping company or to the driver. Consider that your shipment will be delivered by a different company, in a different country, and often in a different language.

## **Saving Money**

In the world of shipping, three factors make up the cost: size, speed and distance. Larger, faster and further cost more than smaller, slower and closer! If you can manage any of these factors, your price will go down. It's that simple. Consolidation is another way to save money. If you have 20 boxes to be shipped, it is generally cheaper to send a pallet (one) with 20 boxes. This way your shipment travels as one piece rather than 20.

In your industry, things change quickly and you are often reacting to those quick changes. These last minute changes often result in last minute shipping which exposes you to risk and high costs.

## **After your event**

Consider your return shipping before you leave and have the bill of lading pre-filled out (except for piece count). Take your customs documents and complete your return shipping labels. If a Commercial Invoice is required, use the original and cross out what is not being returned. Alternatively, save the commercial invoice to disk or on your lap top for easy updating for your return shipment. Ensure your carrier will not have any problems with the pick up of your shipment at the conclusion of your event.



# Labeling and Packing

## Meetings and Conventions

Much attention is given to customs and shipping planning only to encounter problems with your shipment due to improper labeling and packing. The following tips were developed after the unfortunate experience of crushed boxes, lost displays and missing pieces!

Follow these steps and your shipment should arrive in one piece.

### **Your shipment will go through many transfers**

The route that your freight will take to get from 'A to B' will never be a straight line. In fact, when shipping internationally, your freight will go through many transfers. You can guarantee that the truck that picks up your freight will never be the truck that delivers it; it might not even be the same company. It will pass through many warehouses, being unloaded and re-loaded along the way. With all this cross docking, it's amazing that some shipments even make it to their destination. Prepare for this process by packing and labeling well. This will minimize damage and potential loss along the way.

### **Remove all old shipping labels**

#### Electronic scanners will read old labels

You want to ensure that people will read the right destination for your shipment. Often, labels have bar codes indicating the destination on them that can be read by machines in error.

### **Label each piece with two shipping labels**

#### Labels can be mistakenly turned inward and out of sight or can fall off

When shipments are stacked, your labels can often face inside the pallet – making the label unreadable. This can be especially problematic when you are missing a piece and are asking the warehouse to look for it. Using two labels increases the chances that people will read them, and is particularly helpful if one of the labels gets torn off.

*Hint: Labels don't stick well to the colored fiber cases that we typically use for shipping our pop up displays. Either use clear packing tape to secure the label or fold the label on itself to ensure it will stay with your shipment.*

### **Write a contact phone number on each shipping label**

If your freight gets split up or lost, you may lose control over where it ends up. You would be surprised where freight can end up without the paperwork. You never know who is going to be looking at your box wondering who it belongs to. Providing a phone number to call (not toll free unless it can be used from anywhere in the world) increases your chances of your piece turning up. If anyone along the way has any questions about your shipment, you are the best person to answer their questions.

### **Write a piece count on each label**

This could be the single most important aspect of labeling and often the most overlooked. When ensuring your shipment is complete, warehouses and drivers will often rely on the information on your shipping label. It is important that they know they are looking for the right number of pieces. If something goes missing, having a piece number will help identify which piece you are missing.

### **How to pack your shipment**

#### Use Small Boxes

Large boxes will be stacked on the bottom and heavy boxes get dropped. Never ship anything that is too big or too heavy for you to lift easily. Heavy boxes will be stacked on the bottom of pallets in trucks and in aircraft. Other smaller boxes will be piled on top. Remember that there are people like you who are lifting them and if the boxes are too heavy, they will not receive the same treatment as if they are lighter and more manageable.

*Packing hint: When selecting your boxes, always use new strong cornered boxes, rather than old flimsy ones. This will increase the chances of your boxes staying in form through transit. Use plenty of packing tape on all the edges and corners. This will strengthen the box to stay in tact. Remember that corners of boxes will crease. This can be particularly bad if you are shipping presentation brochures.*

#### Use Rubbermaid Containers instead of boxes

Corners will not dent and they will stack well. Often, they have handles making it easier to move around. To secure them, consider using zap straps to hold the lids down. Plan on leaving any empty Rubbermaid containers at your event rather than shipping them home empty.

#### Use soft plastic

Likely your shipment will be flying rather than traveling via ocean. Your shipment will be exposed to sub zero temperatures at high altitudes. Hard plastic containers become brittle and will shatter when they freeze.

*The ideal shipment uses a combination of new small boxes and Rubbermaid containers.*



# Material Handling

## Meetings and Conventions

Material handling is the final part of the shipping process and is required by every carrier you are working with. *This is the place where the carrier's responsibility ends.* Like all carriers, every shipment requires a signature from someone to legally end the contract you have with the carrier. That signature is important as it agrees that the shipment has been delivered completely to your satisfaction and is not damaged.

Ironically, most hotels don't understand the important role they are playing when they sign for your shipment and often may not even see the shipment they are signing for. Further, they don't understand that they are now taking full responsibility for your shipment. This becomes particularly problematic when there is a missing piece or substantial damage.

It is important to find out how this process works in the country you are going to. If there are charges for this service (much like display contractor in the U.S.), you may find that there is actually more accountability and systems in place to handle your shipment. We are always looking for ways to save money. You may find you are better served working with someone who actually provides this service as part of their company's or organization's service offering.

We often forget about how we are going to store our empty boxes or containers while we are at the event. We expect that our material handling contractors in North America include this as part of their service offering, but are often surprised that there are no facilities or staff available when we move internationally. Taking stickers with you that are marked with your event name and company name along with the word STORAGE - DO NOT DESTROY will help avoid mistaking your empty box for trash when cleaners are working in the building.

The best way to manage your material handling internationally is to first recognize that it is a required service for your shipment and then to find out how this service is provided from your convention centre or hotel. Problems arise when we assume this service will be completed as it is here in North America.

Fees for material handling will vary from location to location. In North America you generally pay by the weight or number of pieces. In Europe part of these services are often handled by the carrier.



## Cost Controls

### Customs Brokerage

- Rates are based primarily on value of goods being shipped and services provided
- Obtain a rate sheet wherever possible
- For low value goods, it may be less expensive to pay the duties and taxes on it than to pay for brokerage services
- Rates are based per entry – avoid sending multiple entries into the country
- Inquire about Duties and Taxes before you commit to shipping
- Apply for tax refund wherever possible
- Apply for Tax Exemption in Canada under 98-30

### Shipping

- Rates are based on the size and weight of shipment, and the distance and speed your shipment will be traveling.
- Size of the shipment is measured by length x width x height - this gets you the cubic, which then gets you the DIMS. In our case it is divided by 166 to get the DIM weight that is chargeable in dimensional pounds. E.g. 48x48x48 at 200 pounds will be 666 dimensional pounds. UPS uses 194 for domestic and 166 for international.
- Carriers charge by the total weight or the dim weight (whichever is greater)
- The faster you need it there, the more it will cost
- Larger shipments may be cheaper if you book the entire truck (Canada, USA and Mexico)
- To avoid minimum charges, consolidate wherever possible
- You may find that sending one pallet of 20 boxes may be cheaper than sending 20 boxes

### Material Handling

- In North America, this is often charged by the total weight of the in-bound shipment and could include daily storage fees.
- Services should include both the in-bound and out-bound shipment
- Hotels may charge daily storage fees if you ship in advance of your event – find the balance that you feel comfortable with
- Avoid overtime deliveries and pick ups



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Customs & Freight Logistics

## Resources

### International Federation of Customs Brokers Association

The IFCBA was founded in 1989 and currently consists of 25 member countries. If you are looking for a customs broker outside of the United States, this is a good place to start. [www.ifcba.org](http://www.ifcba.org)

### International Federation of Freight Forwarders Association

FIATA is a non-government organization representing approximately 40,000 freight forwarding and logistical firms, employing around 8 – 10 million people in 150 countries. Visit their web site to find a freight forwarder in the country you are going to. [www.fiata.com](http://www.fiata.com)

### Canadian Society of Customs Brokers

The CSCB represents Canada's customs brokers. They can provide advice and guidance to Canadian and international regulators on new policy direction. If you are meeting in Canada and are looking for some information about customs brokerage in Canada, this is a good place to start. [www.cscb.ca](http://www.cscb.ca)

### Canadian Tourism Commission

A Crown corporation of the federal government, the CTC works in partnership with the country's tourism industry to increase awareness of and interest in Canada. They have a specific division focused on the meeting and incentive industry in Canada for U.S. meeting planners. If you are meeting in Canada and want some general information about Canada, or specific information about the city you are considering. [www.canadatourism.com](http://www.canadatourism.com)

### International Sales Tax Refund Corporation

ISTRC provides VAT / GST refund services and also specializes in meetings and conventions. They work with both exhibitors and event organizers. [www.insatax.com](http://www.insatax.com)

### Events on the Move

Events on the Move is an international freight forwarder and Canadian customs broker for the meeting and convention industry, and is a good place to learn more about the customs implications and opportunities for your specific program. Their advice is always free and worth taking advantage of. If you feel your organization could benefit with a presentation from Paul, please contact him directly at [pggriggs@eventsonthemove.com](mailto:pggriggs@eventsonthemove.com) or toll free 1-877-355-1116.

The purpose of links to other websites is intended for informational purposes for the public only. Events on the Move assumes no responsibility for the contents of these websites, or for any decisions made by any person or company based on the information contained in any other website linked to this website



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