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Welcome to Deringer!

Thank you for choosing us as your supply chain partner. Whether you're importing goods from across the border or transporting your materials around the world, distributing your products from a Deringer warehouse or using Deringer for eManifest, we've designed this reference guide to help acquaint you with some of the resources available to you as our new customer. As our valued partner, we strive to make the complex world of international trade a little easier for you. Deringer manages logistics, allowing you to maximize your opportunities.

Again, thank you for being our valued partner.

*Jake Holzscheiter
President & CEO*





DERINGER'S SERVICES

<u>Customs Brokerage and Consulting</u>	US Customs Brokerage Canadian Customs Brokerage Surety Bonds Consulting Importer Security Filing eManifest
<u>Logistics Solutions</u>	Ocean Freight Imports Air Freight Imports Ocean & Air Freight Exports Cargo Insurance North American Transportation
<u>Warehousing and Distribution</u>	Fulfillment Inventory Management Shipping and Receiving
<u>Meat Inspection</u>	Two Full-Service Import/Export Facilities On-Site USDA Inspectors



CUSTOMER TOOLS

In today's competitive business environment, the efficient movement and management of information is as critical to your company's success as the timely delivery of goods to your customers. Deringer's suite of eCommerce tools provides you with valuable, real-time information about your shipments 24 hours a day, 7 days a week.

[Register for eShipPartner® Invoice, eManifest, & Analytics](#) and a Deringer representative will contact you within 48 hours.

Quick Tracking Inquiries

For quick tracking inquiries, you can track your shipment using your SCN (PAPS), tracking, or package identification number. From Deringer's website:

- Click on TRACK SCN (PAPS) from the menu bar at the top right hand portion of the Homepage
- Enter the SCN/PAPS number
- To track your shipment using a package identification number, precede the number by the letters REF

eShipPartner® – Tracking & Tracing

With the power of eShipPartner's Tracking & Tracing, you have real-time access to detailed shipment information once an import or export file has been created in Deringer's database. As information about your shipment is updated, the detailed shipment tracking data is made available through Deringer's website. The shipment tracking tool is very flexible, as it allows you to select from a predefined list or generate customized queries.

eVent Notification

eVent is a component of the eShipPartner® Tracking & Tracing tool. This tool allows clients to receive automated emails about the progress of their shipments. Clients can choose which events during their shipment's journey trigger an eVent message. eEvents can be sent for FDA release information, delivery orders, 7501s, Deringer billing information, and more. eVent queries Deringer's system for specific information received from Customs' ABI message system. Information found is automatically sent to the customer, so customers can receive information in real time without having to pick up the phone.

eShipPartner® – Invoice

eShipPartner® Invoice helps Deringer's clients navigate increasingly complex regulatory environments, which is a priority for us. This innovative software tool is specifically designed to eliminate paperwork and expedite your international shipments to the US. With Invoice, our clients can complete and transmit data directly into our system.

Invoice is a proprietary, interactive, online solution that allows clients to set up products by part number, description, harmonized tariff number, FDA product codes, etc. In addition, clients can maintain lists of their customers to whom they ship, suppliers from which they source their products, and maintain invoices for the previous 3 months.



eShipPartner® – Analytics

eShipPartner® Analytics gives Deringer clients the ability to run reports on their brokerage activity and volume with easy access to their imaged records. Within Analytics, one can access duties paid, invoice values, ports of entry, modes of transport, and compliance performance. Each entry can be viewed individually or in batches by month, port of entry, mode of transport, etc. and includes the supporting documentation that accompanied the entry. All entries are fully searchable by using the advanced search function.

eShipPartner® – Warehouse Manager

Deringer's Warehouse Manager provides you with valuable, real-time information 24 hours a day, 7 days a week. With eShipPartner®'s Warehouse Manager in command, you have access to a comprehensive, end-to-end inventory tracking and control system. Warehouse Manager provides core distribution center functionality including order management, receiving, stocking, replenishment, directed picking, shipping, task management, and RF support.

Moreover, Warehouse Manager can provide you with dynamic reports to improve the management of your company's value chain.

For more information, please send an email to distribution@anderinger.com.



YOUR INVOICES

Payment Terms & Information

Deringer accepts payment by check or electronic payments via wire transfer/ACH. Questions regarding electronic payment should be directed to eftremmit@anderinger.com.

Deringer works with its partners to ensure that mutually-acceptable credit terms are established. When full credit terms cannot be offered, Deringer works with its customers to develop alternative arrangements.

Standard Credit Terms: All fees are billed in US or Canadian dollars, and invoices are payable Net 13 days from invoice date, unless otherwise negotiated. CBP requires that consignees' IRS numbers be shown on all paperwork.

Credit Inquiries

For billing and invoice inquiries, please complete the [Contact Us Form](#) on Deringer's website and select Credit/Balance/Invoice Inquiry from the Inquiry Category. To speak with a credit representative, send an email to credit@anderinger.com. Please include your name, company name, account number, and phone number.

GUIDE TO UNDERSTANDING DERINGER'S INVOICES

1 Please use the appropriate remit to address:

From the US:

A.N. Deringer, Inc.
75 Remittance Dr. Suite 1794
Chicago, IL 60675-1794

From Canada:

A.N. Deringer, Inc
P.O. Box 11349 Succursale Centre-Ville
Montreal PQ H3C 5H1

2 The customer-provided reference number will aid your company in auditing all related paperwork.

3 The port of clearance shows exactly where your goods entered or exited the country.


- 4 Pieces
- Weight
- Description
- Shipper Name
- Consignee Name
- Place of Origin
- Destination
- Carrier Name
- Departure Date
- Arrival Date
- Master Bill of Lading
- House Bill of Lading

Centralized product and logistics information includes essential quick and easy reference information.

5 This area details your entry fees and related charges. See Deringer's website for an explanation of charges: <http://www.anderinger.com/resources/glossary/>.

6 For questions regarding your invoice, submit an inquiry at: <http://www.anderinger.com/resources/contact-us/> (select Credit/Balance/Invoice Inquiry in the Invoice Category).

7 This area provides the total amount due, the payment due date, and your credit terms.



INVOICE

Payment of this invoice constitutes acceptance of the terms and conditions.

1 **REMIT TO:**
PO Box 11349
Succursale Centre-Ville
Montreal QC H3C 5H1
CANADA

DERINGER ACCOUNT NAME
1234 CUSTOMER ADDRESS
CITY, STATE, ZIP CODE

2 Invoice No: 1234567
Invoice Date: 01/01/18
3 File ID: 0001234567
Your Ref No: 1234-5678
Port of Clearance: HIGHGATE
Account Number: DERACC0098
Entry Number: 5511111111

TRANSACTION INFORMATION SUMMARY:	DESCRIPTION OF CHARGES: Services subject to Terms and Conditions on reverse.
4 Pieces: 1,000	Entry Fee 75.00
Weight: 2,000,000	SEB Charge 52.00
Description: Machine Parts	SEB Placement Fee 22.00
Shipper Name: Your Shipping Co.	5 Cargo Security 6.00
Consignee Name: Consignee Name	Fax/Telephone 21.00
Place of Origin: Canada	
Destination: Burlington, VT	
Carrier Name: Deringer	
Departure Date: 12/01/18	
Arrival Date: 12/15/18	
Master Bill of Lading: 00123456	
House Bill of Lading: 99876543	
	7 Total in US Dollars \$175.00
	Payment Due By: March 13, 2018
	Payment Reference No: 1234567
	Payment Terms: Net 13 Days

6 To provide us with feedback or inquire about an invoice, please visit the Contact Us page on our website at www.anderinger.com/contact-us

8 Copies of the CF7501-Entry Summary are available upon request.

Reminder: Under the Customs Modernization Act, exercising "Reasonable Care" is the responsibility of the importer when entering, classifying and valuating imported merchandise.

9 Questions Concerning This Invoice
Contact: Jane Smith at
1-800-800-8000

If you are the importer of record, payment to the broker will not relieve you of liability for customs charges (duties, taxes, or other debts owed CBP) in the event the charges are not paid by the broker. Therefore, if you pay by check, customs charges may be paid with a separate check payable to the "U.S. Customs and Border Protection" which will be delivered to CBP by the broker. The term "Duty" in this invoice is estimated and refers to amounts deposited with CBP prior to examination and final determination of duties due. It is understood and agreed that you will promptly pay any increased or additional duties, penalties or other charges imposed by law or regulation in connection with this shipment. Importer must furnish missing documents within the period of time required by CBP regulations to avoid monetary penalties.

CUSTOMS BROKERAGE | FREIGHT FORWARDING - FMC License 1853 | WAREHOUSING & DISTRIBUTION | CONSULTING

8 The CF-7501 Entry Summary is provided upon request. The reduction of paperwork helps to conserve resources and build a sustainable planet; it also lessens the amount of paperwork for you to handle. In addition, the 7501 can be downloaded from eShipPartner® Analytics.

9 The remarks area provides contact information should you need to speak to someone personally regarding your entry or invoice. This area is also used to provide important company, industry, and upcoming event information.



Billing Options

As an alternative to traditional invoices, Deringer offers the convenience of e-Billing, Memo Billing, and Report Billing. Helping to support customers' reasonable care initiatives and reduce the impact on the environment, customers are automatically enrolled in eBilling when their account is opened—unless they opt-out. If you are interested in one of these options, please talk with your service representative.

Electronic Billing (eBilling)

Customers can elect to receive Deringer invoices and backup documentation via email. Supporting reasonable care initiatives, this option allows companies to review entries prior to the tenth day statutory filing requirements of CBP. Customers can elect to receive one email per invoice, or an entire day's invoices in one email. Furthermore, this automated option delivers invoices and statements to customers more quickly and prevents unnecessary waste, making it a more environmentally sustainable alternative. To sign up for eBilling, please complete the [Contact Us Form](#) and select eBilling Registration as the category.

Invoice Gateway™ offers customers the additional ability to access and print invoices, backup, memo bills, and statements through a user-friendly website. Paid and unpaid invoices are available on the site, which offers customers the time-savings benefit of proactively retrieving shipping documents. Registering for access to [Invoice Gateway™](#) is easily accomplished by completing the form on Deringer's website.

Memo Billing

Memo Billing is available to customers that prefer a summary bill of their transactions. This alternative can be provided daily, weekly, bi-weekly, or monthly, and is ideal for medium to high volume shippers. From a list of options, customers can choose 5 data elements that they wish to appear on their memo bill. Some of the available data points include invoice number, customer reference number, invoice amount, entry number, and invoice date.

Report Billing

For customers with large volumes of transactions, Deringer offers report bills. Customers can customize their report bills by requesting all data elements they wish to see; most requests can be accommodated. The summary is provided in a spreadsheet and is emailed on a weekly or monthly basis. This environmentally-friendly option allows customers to receive invoices electronically but does not usually provide back-up documentation.

Customs Automated Clearinghouse (ACH)

Customs Automated Clearinghouse is an electronic payment option that allows participants to pay Customs fees, duties, and taxes electronically. ACH is a straightforward process accomplished through a series of simple electronic transactions. Throughout the process, there are no paper payments and no cashiers. ACH automates the time consuming method of using cash and checks to pay duties and fees on imported merchandise. The accuracy and speed of ACH result in a higher volume of completed transactions for the importer and Customs—saving time and money. Customs offers two ACH options: ACH Debit and ACH Credit. You may send your payment in either debit or credit mode. The benefits of ACH Debit and Credit are below.

Deringer recommends choosing the process that best suits your business environment. For more information about signing up for ACH, please visit [CBP's website](#).

ACH Debit

ACH Debit is available to ABI filers using statement processing and can be used to pay all Customs duties, taxes, and fees. With ACH Debit, the payer transmits payment authorization to Customs, and Customs sends



the payment information through the network to the payer's financial institution. Benefits of ACH Debit include the following:

- Obtain up to an additional 10 days to pay duties, taxes, and fees on quota and other special merchandise classes
- Reduce administrative processing and costs
- Pay all ABI statements in a central location
- Reduce administrative errors related to check processing
- Eliminate lost or stolen check problems
- Control cash flow by identifying the exact day to allocate funds

ACH Credit

ACH Credit is available to anyone that clears formal entries on statements. In order to be on ACH Credit, the company or filer must be on ABI and Statement processing. With ACH Credit, the payer initiates the payment through their financial institution. Their financial institution then electronically transmits the payment through the ACH/Federal Reserve network to the Customs account maintained by the Treasury Department. Benefits of ACH Credit include the following:

- Payer controls the initiation and timing of payments
- Payer controls the date funds are debited
- Immediate posting of the payment transactions
- Fraction of the costs of FEDWIRE
- Eliminates lost or stolen check problems
- Reduces administrative and check processing costs

Periodic Monthly Statements (PMS)

Periodic Monthly Statements, also called Periodic Monthly Payments (PMP), was introduced by US Customs and Border Protection (CBP) to simplify the processing of duties and fees for both importers and brokers, who are paying via ACH. Therefore, PMP requires that customers be on ACH. This program allows importers to pay duties and fees for shipments released during any calendar month by the 15th working day of the following month.

Benefits of the Periodic Monthly Payments (PMP):

- Allows duty for all shipments released during the month to be paid on the 15th working day of the following month, thus providing significant cash flow advantages.
- Provides flexibility in the management of working capital required that is required for duty payments.
- Serve as an important component of a company's overall strategic financial planning/forecasting.
- Streamline accounting and reporting processes.

As an approved Automated Commercial Environment (ACE) portal account, Deringer can administer the monthly payment of your duties to CBP. If your company is currently on ACH and interested in having Deringer manage your monthly payments, then please contact Deringer via email at compliance@anderinger.com or call 518-298-8281.

For more information on the Periodic Monthly Payment program, please refer to the following link: http://www.cbp.gov/sites/default/files/documents/section_1_pms_3.pdf.



LOCATIONS AND CONTACT INFORMATION

Corporate Headquarters Contact Information

A.N. Deringer, Inc.
64 North Main St.
St. Albans, VT 05478

Phone: 802-524-8110
Fax: 802-524-8236
Toll Free: 888-612-6239
www.anderinger.com

Contact Us

For a downloadable listing of all branch phone numbers and addresses, you can find a Directory on Deringer's website under [Locations](#).

Deringer's staff is always easy to reach. In addition to the Deringer Customer Service Center that manages your shipments, or the sales representative that helped set up your account, you may also use the alternatives listed below to reach a Deringer representative.

- Complete the form on Deringer's [Contact Us](#) page of our website to receive a quick response.

Alternatively, please use one of the email addresses below to send us an email.

- For quotes, RFPs, RFIs, to have a sales rep contact you, or for other inquiries: marketing@anderinger.com
- For invoice or credit inquiries, please send an email with an invoice number (if appropriate) to credit@anderinger.com
- To submit inquiries on eManifest: eManifest@anderinger.com
- Inquire about our distribution services: distribution@anderinger.com
- Customers can avail themselves to Deringer's Compliance Department for post-entry assistance, notices of action, duty tenders, refunds, entry corrections, and brief classification inquiries: compliance@anderinger.com
- For inquiries regarding Deringer's consulting services: consulting@anderinger.com
- Technical questions about customer tools or EDI: techissues@anderinger.com
- Questions or comments about webinars: webinar@anderinger.com