

# Border delays avoided

## The Customer Environment

In an oil sands project, the EPC's customs broker becomes an integral part of the logistics chain.

---

## The Challenge

When drivers' routes require border crossings, they can be delayed at the border due to issues with incomplete or incorrect paperwork, or a driver providing documentation that is different to paperwork previously provided to customs. Border delays can further complicate shipping timeframes if a driver spends a large portion of his legal allowable operating hours waiting for paperwork. Customs brokers need to work quickly to secure the proper paperwork to get the driver and his load back on the road.

---

## The Solution

The client utilizing GARNER, ensures all paperwork relating to a shipment is electronically stored and updated as necessary. Customs brokers are able to search for a specific shipment and can access the necessary documents to get the driver back on the road. Discrepancies are quickly identified and addressed, and correct documentation can be submitted to customs and stored in the system.

---

## The Results

Simplified access to shipment information and documentation through GARNER means that customs brokers can resolve issues quickly and avoid unnecessary delays to shipments at border crossings. Drivers are back on the road quickly and safely, and project timelines are maintained.

---

**Drivers are  
back on the  
road quickly  
and safely,  
and project  
timelines are  
maintained**