Getting started with Livingston

Questions & answers

This document is designed to address the most common questions Livingston has received in helping our recently migrated customers become more familiar with us. Our goal is to help you understand how to navigate Livingston, to find the information necessary to manage the change.

How can I find/access the Affiliated landing page on Livingston's website?

You can access the Affiliated landing page on Livingston's website by visiting:
http://www.livingstonintl.com/affiliated-group-of-companies/.

Alternately, you may start on the Affiliated website: http://www.affiliated.ca/

- On the home page, select the button "From Affiliated to Livingston - Learn more about your account transition".

Where can I get a copy of the Livingston W8/W9 Form(s)?

We've added a button to the landing page so you can download the necessary form with a quick click. These forms are for U.S. residents who are using Livingston's Canadian and/or U.S. brokerage services.

1. W9 is for U.S. Residents using Livingston's U.S. Brokerage service.
2. W8 is for U.S. Residents using Livingston's Canadian Brokerage service.

How do I remit payment to Livingston?

Please visit http://www.livingstonintl.com/affiliated-group-of-companies/ to download our "Payment Details" document, which provides all of our banking details and further outlines:

- Paying by ACH/EFT or wire transfer
  - Paying from Canada
  - Paying from U.S. & Overseas
- Paying by check
  - Customers located in the U.S. and overseas
  - Customers located in Canada (Paying in CAD or USD)
- Livingston's GST and QST Registration numbers are also provided.

Can I pay Livingston for open Affiliated branded invoice(s)?

Any outstanding Affiliated-branded invoices should be paid to Affiliated as usual.

Did my rates or fee schedule change?

No. Livingston migrated your customer profile including the notes, tariff database, and fee schedule/profile as they were in Affiliated's system.

What changes will I notice on my Livingston Invoice?

While the entire invoice layout will look new, a lot of the content will be familiar – but some of the descriptions have changed. Please review your "Resource Guide" for a detailed breakdown and overview of the invoice and the corresponding field definitions. Other changes you may likely observe are:

1. The "Resource Guide" provides a sample Livingston invoice that denotes and defines each field and the corresponding content.
2. The itemized charge descriptions you were familiar with now reflect Livingston terminology. Within the resource guide, there is a list of how these charge descriptions used to appear and how they will now appear. Please review your "Resource Guide" for a list of the most common Affiliated charge code(s) and descriptions in order to see how those translate into Livingston charge code(s) and descriptions.

What do I need to know about the FTA/NAFTA Renewal process for 2018?

1. Customers who have worked with the Affiliated NAFTA team on solicitation and registration have already received communication on 2018 planned processes. The Affiliated NAFTA team has remained a part of our larger NAFTA group, and will be supporting the renewal processes for 2018.
2. Migrated brokerage customers who have not historically requested solicitation services from Affiliated, will receive a communication and a questionnaire to ask for their instruction on 2018 NAFTA handling preferences. There are five options to choose from, including two options to utilize the services of the Livingston NAFTA group. Providing a selection will ensure that your customer profile is updated for January 1, 2018, and the team has the proper instructions on how to handle NAFTA on eligible import activity.

How do I get in contact with someone to help me with a live shipment?

As there are no changes to your service structure at this time, you can continue to depend on the same contacts you have come to know as an Affiliated client. If you have any questions about your Canadian customs brokerage account, feel free to reach out to your current Affiliated contact. Our website also includes a very robust "Contact Us" page which also provides a PDF download of all our locations.

Contact Us: http://www.livingstonintl.com/contact-us/

Who is my accounts receivables contact?

Livingston refers to our accounts receivable associates as Client Financial Services Representatives or in short form, our CFS Representative. The Affiliated accounts receivables team has remained part of our larger Client Financial Services group, and will continue supporting your receivables. Please continue to reach out to the contact you are familiar with regarding any receivables on either your Affiliated or Livingston account(s).

My company was using Affiliated's WebImage application. Is there a similar application within Livingston?

Yes! Livingston is pleased to introduce My Livingston, a new customer portal that provides quick and easy online access to all document images. There is also a dashboard that provides a high level view of activities on your account(s).

Should you need online access to your document images and you haven't yet received access to the My Livingston online portal; please click on the following link and then select the "sign up" button. Then, complete the registration form and a Client Service representative will follow through with your setup request.

URL: https://my.livingstonintl.com/

My company was using Affiliated's WebForms application. Is there a similar application within Livingston?

Yes! Livingston is pleased to introduce Insight Docs Canada (for Canadian brokerage) and/or Shipper Side for SmartBorder (for U.S. Brokerage). These customer applications support the creation of commercial documents for shipping. WebForm users should have already received their login credentials to these corresponding Livingston applications.