

Northbound (US to Canada) Service Standards



October 28, 2020

| | Vancouver, BC | Kelowna, BC | Calgary, AB | Edmonton, AB | Saskatoon, SK | Regina, SK | Winnipeg, MB | Toronto, ON |
|--------------------|-----------------------|-------------|-------------|--------------|---------------|------------|--------------|-------------|
| | Canadian Point | | | | | | | |
| Montgomery, AL | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 5 |
| Phoenix, AZ | 7 | 7 | 8 | 8 | 9 | 9 | 9 | 12 |
| Little Rock, AR | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 5 |
| Sacramento, CA | 5 | 5 | 6 | 6 | 7 | 7 | 7 | 10 |
| Denver, CO | 7 | 7 | 5 | 5 | 4 | 4 | 3 | 7 |
| Hartford, CT | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 4 |
| Dover, DE | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 4 |
| Washington, DC | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 4 |
| Tallahassee, FL | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 5 |
| Atlanta, GA | 9 | 9 | 6 | 6 | 5 | 5 | 4 | 4 |
| Boise, ID | 4 | 4 | 5 | 5 | 6 | 6 | 6 | 9 |
| Springfield, IL | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 2 |
| Indianapolis, IN | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 2 |
| Des Moines, IA | 5 | 5 | 4 | 4 | 3 | 3 | 2 | 6 |
| Topeka, KS | 8 | 8 | 5 | 5 | 4 | 4 | 3 | 4 |
| Frankfort, KY | 9 | 9 | 5 | 5 | 4 | 4 | 3 | 3 |
| Baton Rouge, LA | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 5 |
| Augusta, ME | 11 | 11 | 7 | 7 | 6 | 6 | 5 | 5 |
| Annapolis, MD | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 4 |
| Boston, MA | 11 | 11 | 7 | 7 | 6 | 6 | 5 | 4 |
| Lansing, MI | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 2 |
| Saint Paul, MN | 5 | 5 | 4 | 4 | 3 | 3 | 2 | 6 |
| Jackson, MS | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 5 |
| Jefferson City, MO | 9 | 9 | 6 | 6 | 5 | 5 | 4 | 4 |
| Helena, MT | 5 | 5 | 6 | 6 | 5 | 5 | 4 | 8 |
| Lincoln, NE | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 7 |
| Carson City, NV | 7 | 7 | 8 | 8 | 9 | 9 | 9 | 12 |
| Concord, NH | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 5 |
| Trenton, NJ | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 4 |
| Santa Fe, NM | 9 | 9 | 7 | 7 | 6 | 6 | 5 | 7 |

United States Point

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|---------------------|--------------------|----------------|-------------|-------------|--------------|---------------|------------|--------------|-------------|
| | | Canadian Point | | | | | | | |
| United States Point | Albany, NY | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 4 |
| | Raleigh, NC | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 4 |
| | Bismarck, ND | 5 | 5 | 4 | 4 | 3 | 3 | 2 | 6 |
| | Columbus, OH | 8 | 8 | 7 | 7 | 7 | 7 | 5 | 3 |
| | Oklahoma City, OK | 9 | 9 | 8 | 8 | 7 | 7 | 6 | 5 |
| | Salem, OR | 4 | 4 | 5 | 5 | 6 | 6 | 6 | 9 |
| | Harrisburg, PA | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 3 |
| | Providence, RI | 10 | 10 | 7 | 7 | 6 | 6 | 5 | 4 |
| | Columbia, SC | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 5 |
| | Pierre, SD | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 7 |
| | Nashville, TN | 9 | 9 | 5 | 5 | 4 | 4 | 3 | 3 |
| | Austin, TX | 9 | 9 | 8 | 8 | 7 | 7 | 6 | 5 |
| | Salt Lake City, UT | 4 | 4 | 5 | 5 | 6 | 6 | 6 | 9 |
| | Montpelier, VT | 11 | 11 | 7 | 7 | 6 | 6 | 5 | 5 |
| | Richmond, VA | 10 | 10 | 6 | 6 | 5 | 5 | 4 | 4 |
| | Olympia, WA | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 8 |
| | Charleston, WV | 9 | 9 | 6 | 6 | 5 | 5 | 4 | 4 |
| Madison, WI | 6 | 6 | 5 | 5 | 4 | 4 | 3 | 7 | |
| Cheyenne, WY | 5 | 5 | 6 | 6 | 5 | 5 | 4 | 8 | |

Note:

1. Service Standards do not include the day of pick up nor shipments that travelled in bond or to sufferance warehouses.
2. Transit times assumes no delays in customs clearance.
3. Weekends count as 1 (one) transit day.
4. Pickup/Delivery locations outside of Capital Cities – add additional transit days.