Customs and Freight Update

Department: Procurement/ Payables

Purchasing Services is making an important change to our internal processes for customs and freight. Effective January 5, 2026 responsibility for all incoming and outgoing customs and freight management will transition from Purchasing Services to the Mail Room under Hospitality Services.

This change is part of our ongoing effort to streamline operations and ensure that all customs and freight related activities are managed by one department, rather than being split between two.

The Mail Room team will now provide the following services;

- Prepare documents and arrange shipping for outgoing shipments
- Provide information on incoming shipments to the customs broker
- Provide GL codes for duty and clearance to the broker
- Set up of departmental courier accounts under the corporate account
- Troubleshoot customs and freight issues

Contact Information

Mail Room Supervisor
Alice Rigby
arigby@hrs.uoguelph.ca [1]

All shipping requests should be sent to:
Ucmailrm@uoguelph.ca [2]

Customs requests should be sent to:
uc.customs@uoguelph.ca [3]

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Links
[1] mailto:arigby@hrs.uoguelph.ca [2] mailto:Ucmailrm@uoguelph.ca [3] mailto:uc.customs@uoguelph.ca