



COVID-19 Commercial Update to Industry Stakeholders April 21, 2020

KEY MESSAGE

The Canada Border Services Agency is focused on the safety and security of Canadians. For this reason, many of our resources are currently concentrated on COVID-19.

Some of our service standards may be impacted as a result, and you may experience delays. We appreciate your patience and cooperation.

Key Issues

Direction issued requiring travelers (drivers) seeking entry into Canada to wear a non-medical mask or face covering

- With regards to the direction issued requiring travellers seeking entry into Canada to wear a non-medical mask or face covering, we are providing clarification on the expectation for commercial drivers who are exempt from the mandatory quarantine. Understanding this direction was issued with little notice, the requirement is being phased in. We are asking for cooperation in encouraging drivers to wear a non-medical mask or face covering, as well as follow all other Public Health Agency of Canada (PHAC) recommendations.
- CBSA is in the process of obtaining non-medical face masks that can be provided to essential travellers when they interact with Border Services Officers at the Ports of Entry, however we do not have an inventory at this time, and would therefore greatly encourage the Carrier and Driver community to take these steps to continue our collective efforts to protect themselves and others.

Alternatives to Paper Processing

- The CBSA is making progress towards the expanded use of email and fax, in lieu of paper submissions of commercial documentation. Commercial clients are encouraged to communicate with their local CBSA office to determine their state of readiness and the best method currently available. Clients need to obtain confirmation from the local office prior to sending documents by email. Please see Annex A for details and note updates in red.

Other Sources of Information

- Official updates on COVID-19 are available on the [Government of Canada website](#).

Contacts

If you have any follow-up questions, please send to the BCCC at
BCCC-CCACF@CBSA-ASFC.GC.CA

Fred.Gaspar@cbsa-asfc.gc.ca

Director General, Commercial

Office # 613-957-3511

Cell # 343-542-9240

Doug.Band@cbsa-asfc.gc.ca

Director General Trade and Anti-Dumping

Office # 613-954-7338

Cell # 613-295-5992

Border Information Service (BIS) line: Within Canada (Toll-free) - 1-800-461-9999
Outside Canada (Long distance charges apply) - 1-204-983-3500

Annex A – Alternatives to Paper Processing

List of documents approved by Headquarters for electronic submission

<i>May be sent by email/fax</i>	<i>Excluded - May not be sent by email/fax</i>
<p>Cargo</p> <ul style="list-style-type: none"> • A8A(B) Cargo Control Document • Re-manifest • De-consolidation • A10 Abstract • A30 Diversion Notice • BSF673 • A6/A6A <p>Release</p> <ul style="list-style-type: none"> • Paper RMD/PARS (with EDI Exception lead sheet) • B3 Types: all, except where payment required prior to release <ul style="list-style-type: none"> • Regulated release requests, not otherwise excluded • Entered to Arrive (ETA) / Value Included (VI) • Aero-paper • A48 RMD Correctors • K36A – Ships Stores 	<ul style="list-style-type: none"> • Release requests that must be sent in by EDI, as per D17-1-4 <ul style="list-style-type: none"> • Regulated shipments requiring the following: <ul style="list-style-type: none"> o Kimberley Certificates o CITES Permits <ul style="list-style-type: none"> • C-Type B3s where payment required prior to release • K32 – Drawback Claims

Key points:

- Existing legislation continues to apply. Note, the *Customs Brokers Licensing Regulations* require release related documentation be submitted only by brokers with an office at the port;
- Existing policies and D-memos (i.e. D3 series, D17-1-4) continue to apply;
- All documents are still required, in the correct order;
- For release requests, an EDI exception lead sheet must be provided, per D17-1-4;
- In lieu of coloured wrappers, write the wrapper colour specified in the D-memo on the first page, to enable the triage of requests;
- Additional information and procedures will be provided by the port;
- Non-compliant requests will be rejected.

Key points for email:

- Separate email addresses will be provided by the port for cargo and release requests;
 - The subject line must be: REQUEST TYPE - TRANSACTION NUMBER, i.e. RMD – 12345-1900123459; A48 - 12345-1900123459; BSF673 - 014-28442347324;
 - The paper request must be transmitted by way of an attached PDF document;
 - Only PDF attachments are permitted;
 - The PDF file name must be TRANSACTION NUMBER.pdf i.e. 12345-1900123459.pdf.
- Note, the request type is not indicated in the file name, only in the subject.

Key points for fax:

- This is an interim process only, for the duration of the pandemic;
- Two copies are required for fax submissions, one for CBSA retention, and one to be stamped and returned to client;
- Indicate contact name, phone number and email address.

Electronic CBSA stamps:

Some CBSA offices will return electronically stamped documentation to clients by email. As the electronic versions of the stamps appear differently from the physical stamps, they are being shared here for awareness.



Current ports participating Electronic Longrooms:*Clients need to obtain confirmation from the local office prior to sending documents by email.*

Port code	Region/location	Cargo/Release	Email
009	Halifax	Cargo	CBSA.Manifest-009-Manifeste.ASFC@cbsa-asfc.gc.ca
009	Halifax	Release	CBSA.Commercial-009.ASFC@cbsa-asfc.gc.ca
395	Montreal	Cargo	CBSA.Manifest-395-Manifeste.ASFC@cbsa-asfc.gc.ca
395	Montreal	Release	CBSA.Commercial-395.ASFC@cbsa-asfc.gc.ca
417	Kitchener	Cargo	CBSA.Manifest-417-Manifeste.ASFC@cbsa-asfc.gc.ca
417	Kitchener	Release	CBSA.Commercial-417.ASFC@cbsa-asfc.gc.ca
453	Windsor	Release	CBSA.Commercial-453.ASFC@cbsa-asfc.gc.ca
495	Toronto	Cargo	CBSA.Manifest-495-Manifeste.ASFC@cbsa-asfc.gc.ca
497	Toronto	Cargo	CBSA.Manifest-497-Manifeste.ASFC@cbsa-asfc.gc.ca
809	Vancouver	Release	CBSA.Commercial-809.ASFC@cbsa-asfc.gc.ca
809	Vancouver	Cargo	CBSA.Manifest-495-Manifeste.ASFC@cbsa-asfc.gc.ca
809	Vancouver	Cargo - High-volume up to 100 pages. If sending more than 100 pages please notify us in advance.	809VCOWMANIFESTCONTROL@cbsa-asfc.gc.ca
821	Vancouver International Airport	Cargo	CBSA.Manifest-821-Manifeste.ASFC@cbsa-asfc.gc.ca
821	Vancouver International Airport	Release	CBSA.Commercial-821.ASFC@cbsa-asfc.gc.ca