**How to resolve issues with the Safe Food for Canadians licence to import**

The following questions will help you troubleshoot the issue(s) with your Safe Food for Canadians (SFC) licence.

As we are manually reviewing import transactions, the issue(s) currently identified with your SFC licence to import has not caused a delay with your transactions or with your shipments entering Canada. However, once the automation of the system is in effect, issues related to the SFC licence number will trigger a rejection message and your shipment could be refused entry into Canada.

**Question 1: Do you have a Safe Food for Canadians (SFC) licence to import?**

* People who import the following food commodities into Canada are required to have an SFC licence:
* Meat and poultry products
* Fish and seafood
* Eggs
* Dairy
* Fresh fruits or vegetables
* Processed fruit or vegetable products
* Honey and honey products
* Maple and maple products
* Foods that fall under the Manufactured foods commodity will require an SFC licence on July 15, 2020.
* You can apply for your SFC licence through the [My CFIA portal](https://inspection.gc.ca/about-the-cfia/my-cfia/eng/1482204298243/1482204318353). If you don’t already have a My CFIA Contact Profile, refer to [Before you sign up for My CFIA](https://www.inspection.gc.ca/about-the-cfia/my-cfia/before-you-sign-up/eng/1539706469438/1539706470034) for more details.
* When you apply for your SFC licence to import, it must cover the licensable activity of “Importing Food” as well as the food commodity or commodities you intend to import.
* Once issued, your licence number will consist of a combination of eight numbers and letters (e.g. 3B224WXZ). You or your broker are required to enter your licence number, **exactly as it has been issued**, in the Registration Number field of your import declaration. Previous licence or registration numbers are no longer accepted in place of an SFC licence.
* You can also visit our [Food licences](https://www.inspection.gc.ca/food-licences/eng/1523876882572/1523876882884) page for more information on the SFC licence.

**Question 2: Did you or your broker enter the correct licence number on your import declaration?**

* Your SFC licence number consists of a combination of eight numbers and letters (for example, 3B224WXZ). **Your exact alpha-numeric licence number must be entered on your import declaration in the field marked “Registration Number”**.
* Previous registration or licence numbers and the letter “Y” (Yes) are **not** acceptable entries for this field.If your SFC licence number is not entered on the import declaration exactly as it was issued by the CFIA, your shipment could experience delays or rejection at the border.
* If you use a customs broker, you may want to contact them to ensure they are entering your licence number correctly on the import declaration.
* If you have multiple licences, ensure that you or your customs broker are entering the licence number that covers the activity of Importing Food, as well as the appropriate food commodity or commodities, on your import declaration.

**Question 3: Does your SFC licence include the licensable activity of “Importing Food”?**

* When you applied for your SFC licence you were asked to select the licensable activity or activities you wanted your licence to cover. “**Importing Food**” was one the choices provided (under International Activities). In order to import food, your SFC licence must include the licensable activity of “Importing Food”.
* If you have multiple licences, ensure that you or your customs broker are entering the licence number that covers the activity of importing food (along with the appropriate food commodity or commodities) on the import declaration.
* If you are a [non-resident importer](https://inspection.gc.ca/importing-food-plants-or-animals/food-imports/nri/eng/1539874432061/1539874432404), ensure that your licence covers the licensable activity of “Importing Food”. Although your fixed place of business is located in a country other than Canada, you are the person responsible for importing the food.
* If your SFC licence does not cover the activity of "Importing Food" you will need to amend your licence using the [My CFIA portal](https://inspection.gc.ca/about-the-cfia/my-cfia/eng/1482204298243/1482204318353).
* Please visit [How to make amendments to an issued permission](https://inspection.gc.ca/about-the-cfia/my-cfia/user-guidance/how-to-make-amendments-to-an-issued-permission/eng/1563816897273/1563816979460) if you would like more information on how to make changes to your SFC licence information.

**Question 4: Does your SFC licence include the food commodities you are importing?**

* When you applied for your SFC licence you were asked to select the food commodity or commodities that you wanted your licence to cover. You may select multiple commodities for a single licence.
  + For example, if you have a single licence and you import a variety of fresh fruits as well as salad kits that contain more than 2% meat, you should have selected “Fresh fruits or vegetables” and “Meat and poultry products” as the commodities you wanted your licence to cover.
* For more information on food commodities, including definitions and examples of the types of food included in each commodity, refer to [Appendix A](https://inspection.gc.ca/food-licences/obtain-a-licence/eng/1543359915240/1543360663242#anna) of [What to consider before applying for a Safe Food for Canadians licence](https://inspection.gc.ca/food-licences/obtain-a-licence/eng/1543359915240/1543360663242).
* If you have multiple licences, ensure that you or your customs broker are entering the licence number that covers the appropriate food commodity or commodities (along with the activity of Importing Food) on the import declaration.
* If your SFC licence does not cover the food commodity or commodities you are importing you will need to amend your licence using the [My CFIA portal](https://inspection.gc.ca/about-the-cfia/my-cfia/eng/1482204298243/1482204318353).
* Please visit [How to make amendments to an issued permission](https://inspection.gc.ca/about-the-cfia/my-cfia/user-guidance/how-to-make-amendments-to-an-issued-permission/eng/1563816897273/1563816979460) if you would like more information on how to make changes to your SFC licence information.