

## Client Support Contact Information

### Technical Support

Technical Commercial Client Unit (TCCU)

#### **Purpose & Services**

- Urgent EDI and Portal technical questions and support, please refer to the services document to find out more about support provided during and after business hours
- Technical assistance and problems regarding the submission of trade data, e.g. reject messages, via EDI or eManifest Portal
- EDI applications (email only)
- Certification testing (email only)
- Signing up for notices (email only)

#### **Contact**

**Hotline:** 1-888-957-7224

**Overseas:** 613-946-0762

**eMail:** [TCCU-USTCC@cbsa-asfc.gc.ca](mailto:TCCU-USTCC@cbsa-asfc.gc.ca)

**Regular Hours:** Monday to Friday, 08:00 – 17:00 ET Call the hotline for urgent technical assistance and problems regarding the submission of trade data, e.g. reject messages, via EDI or eManifest Portal. Email support is also available for EDI applications, testing and general inquiries.

**After Hours:** Weekdays 17:00 – 08:00 ET Saturday, Sunday and all civic and statutory holidays – 24/7. Call the hotline for urgent technical assistance. When calling the hotline, leave a detailed message and an officer will return your call.

### Holds and Risk Assessment

National Targeting Centre (NTC)

#### **Purpose & Services**

Inquiries related to risk assessment notices (e.g. Hold, Do Not Load, Do Not Unload, etc.)

#### **Contact**

**NTC Marine E-mail:** [nrac-aci@cbsa-asfc.gc.ca](mailto:nrac-aci@cbsa-asfc.gc.ca) (Preferred)

**NTC Air E-mail:** [nrac-aci@air@cbsa-asfc.gc.ca](mailto:nrac-aci@air@cbsa-asfc.gc.ca) (Preferred)

#### **Calls within Canada and the United States**

Telephone: 1-855-NTC-1CNC (1-855-682-1262)

(24 hours a day, 7 days a week)

#### **Overseas callers**

Telephone: 613-941-0004

(24 hours a day, 7 days a week)

## General eManifest Inquiries and Policy

eManifest Helpdesk

### Purpose & Services

- Non-technical related questions regarding policy and processes
- General eManifest questions
- Sign up for a House bill implementation session

### Contact

[eManifest-Manifeste\\_electronique@cbsa-asfc.gc.ca](mailto:eManifest-Manifeste_electronique@cbsa-asfc.gc.ca)

## Regions and Ports

Electronic Longroom

### Purpose & Services

The Electronic Longroom is an email and digital stamping service offered at some CBSA offices for submission of paper release and cargo requests, including the [BSF673](#) form. The BSF673 form can only be used when the electronic option (EDI or Portal) is no longer possible to modify a commercial document.

Before submitting the BSF673 form, please consult the [Guidelines for the Use of BSF673 - House Bill, Cargo and Conveyance Manual Correction Request Form - Post Arrival - All modes \(cbsa-asfc.gc.ca\)](#).

### Contact

Please consult the directory to locate participating commercial office that offers email service for certain paper cargo requests and corrections: [e-Longroom - Manifest \(ELR/MANIFEST\) | Directory of CBSA Offices and Services | Canada Border Services Agency \(cbsa-asfc.gc.ca\)](#)

## Freight Forwarder Regional Operations Support

Regional Helpdesk

### Purpose & Services

An electronic house bill (eHB) regional client support service is available to assist freight forwarders resolve live operational issues. Service is available by email Monday to Friday, 8:00 am to 4:00 pm local time. Clients should contact the support location based on the location of the goods.

**Please include “eHB” as well as the cargo control number in the subject line of the email. If the shipment is live and incurring storage, please add that information to the subject line as well. Example subject: “eHB 8000-45214587 \*\*\* live shipment incurring storage”.**

### Contact

British Columbia (i.e. Vancouver, Prince Rupert)	<a href="mailto:CBSA.Commercial-809.ASFC@cbsa-asfc.gc.ca">CBSA.Commercial-809.ASFC@cbsa-asfc.gc.ca</a>
Alberta, Saskatchewan, Manitoba (i.e. Calgary, Edmonton, Saskatoon, Winnipeg)	<a href="mailto:CBSA.Commercial-705.ASFC@cbsa-asfc.gc.ca">CBSA.Commercial-705.ASFC@cbsa-asfc.gc.ca</a>
Greater Toronto Area (i.e. Toronto, Hamilton, Woodstock)	<a href="mailto:CBSA.Manifest-497-Manifeste.ASFC@cbsa-asfc.gc.ca">CBSA.Manifest-497-Manifeste.ASFC@cbsa-asfc.gc.ca</a>
Elsewhere in Ontario (i.e. Windsor, Fort Erie, Ottawa)	<a href="mailto:CBSA-ASFC-SOR-RegionalPrograms@cbsa-asfc.gc.ca">CBSA-ASFC-SOR-RegionalPrograms@cbsa-asfc.gc.ca</a>
Quebec (i.e. Montreal)	Marine & Rail: <a href="mailto:CBSA.Commercial-395.ASFC@cbsa-asfc.gc.ca">CBSA.Commercial-395.ASFC@cbsa-asfc.gc.ca</a> Air: <a href="mailto:CBSA.manifeste-396.ASFC@cbsa-asfc.gc.ca">CBSA.manifeste-396.ASFC@cbsa-asfc.gc.ca</a>
New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador (i.e. Halifax)	<a href="mailto:CBSA.HalifaxCommercial@cbsa-asfc.gc.ca">CBSA.HalifaxCommercial@cbsa-asfc.gc.ca</a>

## Client Registration

Commercial Registration Unit

### **Purpose & Services**

- Registration of commercial carrier and freight forwarder
- Updating carrier and freight forwarder information such as issuance of carrier codes
- Updating contact information
- Signing authority request
- Issuing Shared Secret for the eManifest Portal

### **Contact**

[carrier-cargo@cbsa-asfc.gc.ca](mailto:carrier-cargo@cbsa-asfc.gc.ca)

## Compliance

Carrier, Postal & Courier Compliance unit

### **Purpose & Services**

- Collaborate with commercial clients to promote and optimize compliance with Advance Commercial Information (ACI) and/or Courier Low Value Shipment program and/or Postal reporting requirements.

### **Contact**

[Compliance.Monitoring.Verification.de.Conformite@cbsa-asfc.gc.ca](mailto:Compliance.Monitoring.Verification.de.Conformite@cbsa-asfc.gc.ca)