|  |  |
| --- | --- |
|  | **CBSA Outage Procedures Overview** |
|  | Import | Export |
| Timeframe | eManifest Portal | EDI | CERS Portal | G7 EDI |
| Pre-Outage | Submit Electronic Data 2 hours prior to scheduled outages | Submit Electronic Data 2 hours prior to scheduled outages | Submit Electronic Data 2 hours prior to scheduled outages | Submit Electronic Data 2 hours prior to scheduled outages |
| During an Outage | If the Portal allows it, submit your electronic data during an outage. | If EDI allows it, submit your electronic data during an outage | If the Portal allows it, submit your electronic data during an outage. | If EDI allows it, submit your electronic data during an outage |
| Complete the applicable contingency paper forms and print two copies.If applicable, ensure to complete documentation required by Other Government Departments (OGDs) | Complete the applicable contingency paper forms and print two copies.If applicable, ensure to complete documentation required by Other Government Departments (OGDs) | Complete the Exporter Contingency form and print two copies.If applicable, ensure to complete documentation required by Other Government Departments (OGDs) | Complete the Exporter Contingency form and print two copies.If applicable, ensure to complete documentation required by Other Government Departments (OGDs) |
| Present the contingency forms at the Port of Report:* If released, the BSO will stamp both copies.
* If moving in-bond, the BSO will stamp the reverse sides.

\* Retain the copies of your stamped Contingency forms. | Present the contingency forms at the Port of Report:* If released, the BSO will stamp both copies.
* If moving in-bond, the BSO will stamp the reverse sides.

\* Retain the copies of your stamped Contingency forms. | Present the contingency forms at the Export Reporting Office:* If the export can proceed, the BSO will stamp both copies.

\* Retain the copies of your stamped Contingency forms. | Present the contingency forms at the Export Reporting Office:* If the export can proceed, the BSO will stamp both copies.

\* Retain the copies of your stamped Contingency forms. |
| Upon paper form presentation, more information or a referral to secondary may be requested. | Upon paper form presentation, more information or a referral to secondary may be requested. | Upon paper form presentation, more information or a referral to secondary may be requested. | Upon paper form presentation, more information or a referral to secondary may be requested. |
| Post-Outage | Paper contingency forms will be accepted up until two hours following a system outage | Paper contingency forms will be accepted up until two hours following a system outage | Paper contingency forms will be accepted up until two hours following a system outage | Paper contingency forms will be accepted up until two hours following a system outage |
| If no electronic information was submitted before or during an outage, users have 24 hours, starting when the Portal is available again, to submit their electronic declarations | If no electronic information was submitted before or during an outage, users have 24 hours, starting when EDI is available again, to submit their electronic declarations | If no electronic information was submitted before or during an outage, users have 24 hours, starting when the Portal is available again, to submit their electronic declarations | If no electronic information was submitted before or during an outage, users have 24 hours, starting when G7 EDI is available again, to submit their electronic declarations |
|  | Any electronic declarations submitted during an outage will receive an electronic message and/or release notification once the documentation and release request have been processed. |  | Any electronic declarations submitted during an outage will receive an electronic message and/or release notification once the documentation and release request have been processed. |
| **Important Note**: No monetary penalties will be issued to external clients for failure to transmit required data during a scheduled or an unscheduled outage and for the 2 hours following system resumption. |