



Ottawa, August 28, 2015

Customs Notice 15-032

Contingency plan for system outages

1. The purpose of this notice is to inform Trade Chain Partners (TCPs) that the [System Outage Contingency Plan](#) is published on the Canada Border Services Agency's Web site.
2. This plan details requirements and procedures for all impacted parties during system outages that impede normal reporting procedures. The main document published defines requirements, as well as Systems Outage Summary (SOS) sheets, providing a high-level outline of reporting requirements for TCPs, broken down by client type.
3. The full outage contingency plan annexes can be obtained by (e-mail) request directly to the [Technical Commercial Client Unit \(TCCU\)](#).
4. TCCU sends messages via e-mail to clients advising them of system outages, as well as holidays, exchange rates, tariff updates, interest rates, etc. If you would like to receive these messages, you can sign up to this group by sending an e-mail to tccu-ustcc@cbsa-asfc.gc.ca and requesting to be added.

Note: E-mails are only sent during regular business hours ET. For updates outside of normal hours, please feel free to call the Technical Commercial Client Unit (TCCU) hotline at **1-888-957-7224**. Clients who are already registered to receive e-mail notifications from the TCCU need not re-register.