

Memorandum D2-5-12: Telephone Reporting for General Aviation, Private Boats, and other Non-Commercial Passenger Conveyances

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This memorandum outlines the telephone reporting procedures for general aviation, private boat and other non-commercial passenger conveyances to the Canada Border Services Agency (CBSA) when entering Canada.

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Updates made to this D-memo

This memorandum has been updated to amend the definition of AOE/15 and include definitions for charter services, scheduled flights, unscheduled flights, and medical evacuation flights (MEDEVAC).

Definitions

1. For the purposes of this memorandum, the following definitions apply:

[Airport of entry \(AOE\)](#): an authorized airport of entry for clearance of all classes of aircraft (travellers and cargo).

[AOE/15](#): an airport used solely for clearing persons arriving by general aviation aircraft (private or company) where the flights are unscheduled and the number of non-paying travellers on each flight does not exceed 15 (including the crew). Operators of these flights must obtain CBSA approval by contacting the CBSA's Telephone Reporting Center to enter or return to Canada, and they must land at an approved AOE during CBSA hours of business.

Boat operator/master: the person in charge of a marine pleasure craft, who is responsible for presenting him/herself, the crew, and passengers and reporting their goods.

[CANPASS only airport \(AOE/CAN\)](#): Authorized CBSA airport of entry solely for those individuals and aircraft enrolled as participants in the CANPASS Private Aircraft or CANPASS Corporate Aircraft programs.

Charter service: the transportation of passengers by aircraft pursuant to a contract under which a person, other than the air carrier that operates the air service, reserves and pays for a block of seats of an aircraft for the person's use.

Fixed base operator (FBO): an authorized provider of services to general aviation aircraft, business aviation and operators at sites located at or adjacent to an airport. FBOs fall under the designation of the nearest airport of entry and are listed in the Telephone Reporting Centre System as an alternate reporting site.

General aviation: a private or company-owned or leased aircraft, which do not carry passengers who have paid for passage or goods for remuneration.

Business aviation: aircraft that are used for purposes related to the business affairs of a person or entity, where no person on board has paid for passage, and does not include private passages, personal trips and flights carrying family members or friends.

[NEXUS marine site \(NEXUS/Marine\)](#): an authorized marine port of entry for members of the joint Canada/U.S. NEXUS program only.

Non-commercial passenger conveyance: a conveyance, other than marine vessel, aircraft and train, that does not carry passengers who have paid for passage.

Private Boat: a marine pleasure craft that is used exclusively for pleasure and that does not carry passengers who have paid for passage or goods for remuneration.

Snowmobile: a motorized vehicle designed exclusively for winter travel and recreation on snow. For the purposes of telephone reporting, limited to travellers for private and pleasure use and not commercial means.

Scheduled flight: a flight conducted under a published statement of frequency and time of departure and arrival and operated by a commercial air service that directly or indirectly sells some or all of its seats to the public on a price per seat basis.

Unscheduled flight: a flight which is not a private or corporate aircraft and does not operate as a scheduled flight; however, directly or indirectly sells some or all of its seats to the public on a price per seat basis.

Telephone reporting: an alternative reporting method that enables individuals to meet the legislative requirements for "presentation of persons to a Canada Border Services Agency (CBSA) office on arrival in Canada," as identified in the section 11 of the [Customs Act](#) and section 18 of the [Immigration and Refugee Protection Act \(IRPA\)](#). Also, to meet the legislative requirement for the declaration of goods, as identified in section 12 of the [Customs Act](#).

Telephone reporting site/land (TRS/L): an authorized port of entry for persons arriving in Canada aboard a non-commercial passenger conveyance other than a marine vessel, aircraft or train at which persons onboard must report by telephone, unless directed otherwise by an officer.

Telephone reporting site/marine (TRS/M): a marine port of entry at which private pleasure craft operators must report by telephone, unless directed otherwise by an officer.

MEDEVAC (medical evacuation flight): a flight, including air ambulance, that is carried out for the purpose of facilitating medical assistance and on which one or more of the following persons or things is transported:

- (a) medical personnel
- (b) ill or injured persons
- (c) human blood products or organs
- (d) medical supplies

Guidelines and general information

2. Telephone reporting for general aviation and private boats resulted from the [Canada-United States Accord on Our Shared Border](#). The accord is designed to promote trade, tourism, and travel, as well as to enhance border security between the two countries. Telephone reporting was expanded by the CBSA to include travellers entering Canada at designated sites by way of other non-commercial conveyances with the creation of the TRS/L site designation in 2022.

Telephone Reporting Program

3. Telephone reporting is a voluntary compliance program which benefits both the traveller and the Agency. The Telephone Reporting Program was developed to facilitate traveller reporting and to ensure consistent service delivery in the clearance of persons and goods. A traveller must report by telephone if choosing to report from a designated telephone reporting site, unless directed otherwise by an officer.

4. Commercial conveyances and aircraft, or those that charge passengers a fee for passage or transport goods for remuneration, are not allowed to utilize this reporting method.

5. Telephone reporting is permitted for:

- (a) private boats carrying 29 passengers or less, including the crew
- (b) private boats entering Canada by water for storage or repair
- (c) privately owned vessels with crew
- (d) private or corporate aircraft carrying 15 passengers or less, including the crew
- (e) empty cargo flights
- (f) MEDEVAC flights
- (g) business aviation aircraft carrying 39 passengers or less, including the crew, originating from the U.S. and arriving at these eight airports:
 - i. Vancouver International Airport
 - ii. Calgary International Airport
 - iii. Edmonton International Airport
 - iv. Winnipeg James Armstrong Richardson International Airport
 - v. Lester B. Pearson International Airport (Toronto)
 - vi. Macdonald-Cartier International Airport (Ottawa)
 - vii. Pierre Elliot Trudeau International Airport (Montréal)
 - viii. Halifax Stanfield International Airport
- (h) travellers entering by snowmobile or other non-commercial conveyance reporting from a designated TRS/L site

6. Telephone reporting is **not** permitted for:

- (a) vessels carrying commercial cargo
- (b) vessels carrying passengers for remuneration
- (c) cargo vessels
- (d) chartered vessels, including fishing charters
- (e) commercial fishing boats
- (f) cruise ships (all categories)
- (g) ferries
- (h) tugs and barges
- (i) tour boats
- (j) regularly scheduled airline flights
- (k) private boats carrying more than 29 passengers, including the crew
- (l) military flights
- (m) aircraft carrying commercial cargo other than commercial goods carried by passengers on board
- (n) aircraft carrying more than 15 passengers, including the crew
- (o) commercial or chartered snowmobiles, or other commercial passenger conveyances
- (p) paid guided snowmobile or other commercial passenger conveyance tours for any purpose

7. Business aviation is understood to include aircraft that are used for purposes related to the business affairs of a person or entity and do not include private passages, personal trips and flights carrying family members or friends.

8. In addition to arriving at one of the eight (8) airports listed above in 5(g), to be eligible for the increased passenger limit from 15 to 39, business flights reporting to the CBSA through the Telephone Reporting Centre (TRC), must have originated in the United States (U.S.). Flights originating outside of the U.S. will not be eligible unless they arrive in Canada via the U.S. and have been cleared by the U.S. Customs and Border Protection prior to their arrival in Canada.

9. Business flights that carry [CANPASS Corporate Aircraft](#) members will be cleared as general aviation passages (as described in paragraphs 10 through 15) if they utilize the increased passenger provision (39 passengers or less). In order to avail themselves of the CANPASS Corporate Aircraft program privileges, flights must not carry more than 15 passengers and crew including, if applicable, up to four persons who are temporarily authorized to travel on a corporate aircraft for a business-related need of the company, and must arrive from the U.S.

Telephone Reporting for General Aviation

10. The pilot is required to provide advance notification of arrival and information about all travellers and goods on board the aircraft to the TRC by calling **1-888-226-7277** a minimum two (2) hours, but no more than 48 hours, before arrival into Canada. If the 1-888 service is not available, the pilot must call the direct business number of the TRC; however, the caller may incur long-distance charges. The direct telephone number for the TRC is 905-679-2073.

11. The pilot must advise the TRC of the estimated time of arrival (ETA), the aircraft license/registration number and the flight's destination and landing site in Canada (must be an AOE or an FBO). Also, the pilot must provide the following information for each traveller:

- (a) full name, date of birth, citizenship, travel document, travel document number and residency for all persons on board (including crew)
- (b) purpose of trip and length of stay in Canada for each passenger who is a non-resident of Canada
- (c) length of absence for each passenger who is a returning resident of Canada
- (d) all goods being imported, including food, plants, animals and related products; including firearms, firearm parts, ammunition, and weapons
- (e) all currency and monetary instruments totaling CAN\$10 000 or more
- (f) all repairs or modifications made to goods (including the aircraft) while outside Canada (for returning residents of Canada only) and
- (g) all cannabis or products containing cannabis being brought into Canada, whether imported by the traveller or remaining on the aircraft

Note: The pilot must advise the TRC of any updates to the original ETA, destination or changes to traveller information before arriving in Canada.

12. All travellers aboard must provide information about all goods they are importing to Canada, including firearms, firearm parts, ammunition, weapons, cannabis and/or products containing cannabis and its derivatives, and currency and/or monetary instruments totalling CAN\$10,000 or more. If duty and taxes are payable, the TRC officer will obtain a credit card number and expiration date from the person importing the goods, along with the mailing address of the credit card holder. Duty and/or taxes will be charged to the credit card and a receipt will be mailed to the traveller as proof of payment.

13. Immediately upon landing in Canada, the pilot must make a second phone call to the TRC at **1-888-226-7277** to report the arrival of the aircraft and receive further instructions. The pilot and all travellers aboard must not leave the aircraft until advised to do so. As proof of report, the pilot will receive a report number either from the TRC or an on-site CBSA officer.

14. General aviation aircraft must land at an approved AOE during the CBSA's normal hours of business unless alternate arrangements have been made directly with the local [CBSA office](#). If service is provided outside of normal CBSA hours of business, it is subject to cost-recovery charges.

15. If, due to weather conditions or other emergency circumstances, the aircraft has to land at a place not designated for CBSA reporting, the pilot must call the TRC at **1-888-226-7277**, the nearest [CBSA office](#) or a Royal Canadian Mounted Police (RCMP) office **immediately** upon landing in Canada. Depending on the circumstances,

the flight may be cleared by telephone, the pilot and travellers may be requested to await the arrival of a CBSA officer, or the pilot may be requested to fly the travellers to the nearest AOE at the first opportunity.

Telephone Reporting for Members of CANPASS Private Aircraft Program

16. [CANPASS Private Aircraft](#) authorization holders must follow the same reporting procedures as outlined in paragraphs 10, 11, 12 and 15 but the aircraft can land at an AOE **any time** the airport is open, regardless of the hours of business of the local [CBSA office](#). In addition, authorization holders may choose to use one of the designated **AOE/CAN** landing sites. CANPASS authorization holders will receive the TRC report number at the time of the initial call to the TRC and are not required to make a second phone call to the TRC after landing in Canada. However, they must wait at the reported AOE until their stated ETA has passed.

17. The CBSA services outlined above apply only when all persons aboard the aircraft are members of the CANPASS Private Aircraft program and arriving from the U.S. The pilot must provide CANPASS Private Aircraft membership numbers for all persons on board the aircraft. If a non-authorized person is present aboard the aircraft, procedures for processing of general aviation outlined in paragraphs 10 to 15 will apply.

Telephone Reporting for Members of CANPASS Corporate Aircraft Program

18. CANPASS Corporate Aircraft flights are processed in the same manner as outlined in paragraphs 10, 11, 12 and 15 but the aircraft can land at an AOE **any time** the airport is open, regardless of the hours of business of the local [CBSA office](#), as long as arriving from the U.S. In addition, authorization holders may choose to use one of the designated AOE/CAN landing sites. CANPASS authorization holders will receive the TRC report number at the time of the initial call to the TRC and are not required to make a second phone call to the TRC after landing in Canada. However, they must wait at the reported AOE until their stated ETA has passed.

19. CANPASS Corporate Aircraft authorization holders can transport up to four persons who do not have an authorization but are travelling on a corporate aircraft for a business-related need of the company. There must be at least one CANPASS Corporate Aircraft authorization holder among the passengers and those who are not authorized must be Canadian or United States citizens, or permanent residents of Canada or the United States who meet the normal requirements for entry into Canada and would otherwise be eligible for CANPASS membership.

20. The pilot must provide the CANPASS Corporate Aircraft membership number of the company, and for all individual CANPASS Corporate Aircraft members on board the aircraft. If there are more than four non-authorized persons aboard, the CANPASS Corporate Aircraft authorization cannot be used and procedures for processing of general aviation outlined in paragraphs 10 to 15 will apply.

Pilot's Obligations

21. It is the pilot's obligation to ensure the aircraft lands at an AOE designated for telephone reporting.

22. If the ETA, point of arrival, or any other information changes, the pilot must provide the updated information to the TRC prior to arrival.

23. The pilot is also obligated to ensure that all persons on board the aircraft are in possession of all travel documents required by legislation, i.e. passports, visas or other to enter and remain in Canada.

24. The pilot must ensure that no persons leave the aircraft until CBSA approval is obtained either by phone or in person.

25. The pilot is liable for removal of inadmissible passengers and any associated administrative and medical expenses and fees.

26. For foreign-owned private and corporate aircraft, the pilot must be familiar with the CBSA's regulations on movements of foreign-owned private and corporate aircraft in Canada temporarily imported by non-residents of Canada. [Memorandum D2-1-1, Temporary Importation of Baggage and Conveyances by Non-residents](#), describes, in paragraph 43, 44, 45 and 46, the restrictions applicable to the operation of foreign-owned aircraft while operating within Canada.

Verification of Travellers and Conveyances

27. All general aviation passages into Canada, including those using the CANPASS Private or Corporate Aircraft Program, may be subject to verification by the CBSA. Requests for verification may be generated by the ZEUS - Telephone Reporting system or initiated by a CBSA officer.

MEDEVAC Flights – Emergency and Non-emergency

28. **Non-emergency** MEDEVAC flights, including air ambulances, are subject to standard general aviation requirements as outlined in paragraphs 10 through 15. Non-emergency MEDEVAC flights include transport of a patient from a foreign hospital back to Canada after medical treatment has been received and transport of a patient to a Canadian hospital for non-emergency procedure/treatment.

29. These specific non-emergency MEDEVAC flights are required to enter Canada via an AOE or AOE/15 within its hours of operations.

30. As general aviation, all arrangements for CBSA clearance must be done through the CBSA TRC (**1-888-226-7277**) at least two (2) hours prior to landing.

31. **Emergency** MEDEVAC flights include transport of a patient where the patient's life is in imminent danger and medical intervention is urgently required. In such cases, the two (2) hours minimum advance notification and the requirement to land at a designated AOE are waived. To ensure that urgent medical care is provided to the patient, the aircraft may land at a site as close to the hospital as required, e.g., the hospital helicopter pad.

32. For **emergency** MEDEVAC flights, the pilot will note the following:

(a) contact the TRC as soon as flight particulars are available to provide minimal information such as: destination, airplane registration number, number of passenger and names of passengers, if available

(b) call the TRC at the first opportunity after the aircraft has landed to provide the CBSA with the remaining information and follow any instructions given by the officer

Special Clearance Procedures

33. On occasion, the CBSA will process private aircraft carrying foreign heads of state, royalty, ministers, or foreign dignitaries who are entitled to a [courtesy clearance](#). Special clearance procedures are arranged for and authorized in advance of the flight by the Department of Global Affairs Canada, Office of Protocol and the CBSA International Events section at the CBSA Headquarters in Ottawa and coordinated through the applicable airport. Where travellers scheduled for special clearance are arriving by a private aircraft, the International Events section will notify the TRC in advance once all arrangements for the special clearance of the aircraft have already been made. Special clearances are not handled by the TRC, and in the event the pilot calls the TRC, he or she will be advised that arrangements have already been made for the clearance of the aircraft directly at the AOE. Point of contact: NCCP / PNAC (CBSA/ASFC) CBSA.NCCP-PNAC.ASFC@cbsa-asfc.gc.ca

CBSA Services at Fixed Base Operators

34. FBOs are the primary providers of services to general aviation aircraft, business aviation aircraft and operators at sites located at or adjacent to an airport. An FBO may be a private enterprise, municipality or city operated. FBO businesses traditionally offer aircraft refuelling, aircraft parking and tie-down, and access to basic comforts such as restrooms and telephones. Auxiliary services such as car rental, pilot/crew rest lounges, in-flight catering, and hotel reservation/concierge services for both crew and passengers may also be available.

35. The following types of flights permitted to report at an FBO free of charge during the operating hours of the CBSA are those that are:

- (a) empty of cargo
- (b) not permitted to proceed to the main terminal for health, safety, or security reasons or due to an emergency
- (c) general aviation (AOE/15), private, or corporate aircraft carrying 15 passengers or less, including the crew
- (d) CANPASS Private Aircraft or CANPASS Corporate Aircraft flights
- (e) military flights
- (f) business aviation aircraft carrying 39 passengers or less, including the crew only if they arrive at Canada's eight major airports

36. The following types of flights permitted to report at an FBO free of charge outside the operating hours of the CBSA but during the operating hours of the airport, are those that are:

- a) not permitted to proceed to the main terminal for health, safety, or security reasons or due to an emergency
- b) CANPASS Private Aircraft or CANPASS Corporate Aircraft flights and
- c) military flights

37. The CBSA may also provide clearance services at FBOs for flights that are able to arrive at the main terminal, but choose to use an FBO (example, celebrities/sports teams, etc.). Requests of this nature could be accommodated on a cost-recovery basis provided that sufficient CBSA resources are available to provide service. All requests should be submitted to the local [CBSA office](#) for consideration.

Note: Regularly scheduled Commercial passenger flights are not permitted to land at an FBO.

New or Expanded Border Clearance Services at Canada Airport's Fixed Base Operators

38. FBOs fall under the designation of the nearest airport of entry and are listed as an alternate reporting site.

39. The FBO must first obtain the approval from the local airport authority or operator and from the local [CBSA office](#) to determine whether they may be eligible for new or expanded border clearance services. The local CBSA office will consider the following when assessing requests for service at an FBO:

- (a) whether or not the FBO has previously been approved for clearance services by the CBSA and whether or not there were any issues (health and safety, security, compliance, etc.)
- (b) the type, approximate passenger load and frequency of flights arriving at the FBO
- (c) the proximity and access to the main terminal
- (d) CBSA resource availability

- (e) whether service can be provided free of charge or under cost recovery and
- (f) whether or not the facility meets CBSA standards
 - i. 24-hour access to a telephone
 - ii. 24-hour unfettered access to the building
 - iii. an indoor area available for examinations in inclement weather
 - iv. a reporting spot identified and marked off on the ramp and
 - v. an area reserved for CBSA use while BSOs are clearing the flight

40. All inquiries concerning CBSA requirements for the operation at Fixed Based Operators should be directed to:

Traveller Operations Division

Border Operations Directorate

E-mail address: csr-esb@cbsa-asfc.gc.ca

Telephone Reporting for Private Boats (Pleasure Craft)

41. Upon arrival at an authorized [TRS/M](#), the boat operator/master must immediately call the TRC at **1-888-226-7277** to report the vessel's arrival to the CBSA. The boat operator/master is the only person permitted to exit the vessel for the purpose of reporting to the CBSA. Passengers aboard the vessel are not allowed to disembark until authorized by the TRC or a CBSA verification officer on site. The boat operator/master may use their own telecommunication device or may utilize the telephone provided by the TRS/M marina/site operator to call the TRC. This may consist of a cellular telephone or any other telecommunication device.

42. The boat operator/master must provide the following information on behalf of all persons on board:

- (a) vessel license or registration number and name (if applicable)
- (b) name of the CBSA designated telephone reporting site
- (c) full name, date of birth, citizenship, travel document, travel document number, and residency of all persons on board
- (d) destination, purpose of trip, and length of stay in Canada for each passenger who is a non-resident of Canada
- (e) length of absence for each passenger who is a returning resident of Canada
- (f) goods being imported by all persons on board, including food, plants, animals and related products, firearms, firearm parts, ammunition, and weapons
- (g) all currency and/or monetary instruments totalling CAN\$10,000 or more
- (h) all repairs or modifications made to goods (including the boat) while outside Canada (for returning residents of Canada only) and
- (i) all cannabis or products containing cannabis being brought into Canada, whether imported by the traveller or remaining on the boat

43. If the 1-888 toll-free service is not available, the boat operator/master must call the direct business number of the TRC however, the caller may incur long-distance charges. The direct telephone number for the TRC is 905-679-2073.

44. All persons on board must provide information about all goods they are importing to Canada, including firearms, firearm parts, ammunition, weapons, cannabis and/or products containing cannabis and its derivatives, and currency and/or monetary instruments totalling CAN\$10,000 or more. If duty and taxes are payable, the TRC officer will obtain a credit card number and expiration date from the person importing the goods, along with the mailing address of the credit card holder. Duty and/or taxes will be charged to the credit card and a receipt will be mailed to the person as proof of payment.

45. The boat operator/master is responsible for ensuring that all persons being transported into Canada on board the private boat are in possession of all travel documents required by the legislation, i.e. passports, visas, or other.

46. The boat with all the persons on board shall remain at the point of arrival until otherwise notified by the TRC or a CBSA verification officer. The boat operator/master must present the conveyance, and all goods and persons, for examination if requested by a CBSA officer.

47. As proof of report, the boat operator/master will receive a report number from the TRC. The boat operator/master shall display the report number on the dockside of the boat, present this number when requested by a CBSA or an RCMP officer and retain the number as reference for the duration of the trip in Canada.

48. All private boats must dock at an approved [TRS/M](#) during its normal business hours, unless alternate arrangements have been made with the local [CBSA office](#).

49. If, due to weather conditions or other emergency circumstances, the boat must dock at a site that is not designated for telephone reporting, the boat operator/master must call the TRC at **1-888-226-7277**. Depending on the circumstances, the boat may be cleared by telephone, instructed to wait for a CBSA officer or asked to report to the nearest CBSA or RCMP site at the first opportunity.

Telephone Reporting in the Marine Mode for Members of the NEXUS Program

50. NEXUS program participants may arrive by water at any [TRS/M](#). They may also choose to use one of the [NEXUS/Marine](#) sites that are solely for the use of NEXUS program participants. Program participants must dock at an approved TRS/M or NEXUS/Marine site during the normal business hours of the reporting sites unless alternate arrangements have been made with the local [CBSA office](#).

51. To receive NEXUS program expedited services, the boat operator/master must call the TRC at 1-866-99-NEXUS (**1-866-996-3987**) **at least 30 minutes, but not more than four (4) hours**, before the estimated time of

arrival (ETA) in Canada, and provide the information outlined in paragraph 42 of this memorandum for him/herself and all passengers on board. In addition, the boat operator/master is required to provide:

- (a) ETA
- (b) name of the planned initial docking site in Canada (must be either a TRS/M or NEXUS/Marine site) and
- (c) NEXUS program membership number for everyone on board

52. The boat operator/master shall contact the TRC again prior to the arrival if the ETA changes by more than thirty (30) minutes or there are any changes to the list of passengers, their declarations or the point of arrival. If the toll-free service is unavailable, the boat operator/master must contact the TRC at 905-679-2073.

53. As proof of report, the TRC will give the boat operator/master a report number. The boat operator/master shall display the report number on dockside of the boat, present this number when requested by a CBSA or an RCMP officer and retain the number as reference for the duration of the trip in Canada.

54. If a CBSA officer is **not** waiting to meet the boat when it arrives at the reported docking site at the reported ETA or actual time of arrival (whichever is later), the boat may then proceed to the final Canadian destination. If requested by an on-site CBSA officer, the boat operator/master shall present the conveyance, along with all goods and persons for examination.

55. The expedited border clearance services outlined above apply only when all persons on board the boat are NEXUS program participants. If a non-participant is on board, the reporting procedures for private boats outlined in paragraphs 41 to 49 of this memorandum must be followed.

56. If, due to weather conditions or other emergency circumstances, the boat must dock at a site that is not designated for telephone reporting, the boat operator/master must call the TRC at 1-866-99-NEXUS. Depending on the circumstances, the boat may be cleared by telephone, instructed to wait for a CBSA officer or asked to report to the nearest CBSA or RCMP site at the first opportunity.

Boat Operator/Master's Obligation

57. It is the boat operator/master's obligation to ensure the boat dock at an approved TRS/M or NEXUS/Marine site during its normal business hours unless alternate arrangements have been made with the local [CBSA office](#).

58. The boat operator/master is also obligated to ensure that all persons on board the private boat are in possession of all travel documents required by legislation, i.e. passports, visas or other to enter and remain in Canada.

59. The boat operator/master must ensure that no persons leave the boat until CBSA approval is obtained either by phone or in person. Only the boat operator/master may leave the vessel solely for the purposes of contacting the TRC for clearance.

60. The boat operator/master is liable for removal of inadmissible passengers and any associated administrative and medical expenses and fees.

Telephone Reporting for Snowmobiles and other Land Non-Commercial Conveyances

61. Upon arrival at an authorized [TRS/L](#), the operator must immediately report the conveyance arrival to the CBSA. Depending on the site, the traveller will either call the TRC at **1-888-226-7277 or the telephone number for the responsible CBSA office number provided on the sign**. The operator is the only person permitted to exit the conveyance for the purpose of reporting to the CBSA. Passengers aboard the conveyance are not allowed to disembark until authorized by the TRC or a CBSA verification officer on site. The operator may use their own telecommunication device or utilize the telephone provided by the TRS/L site operator to call the TRC or responding CBSA site if the site is equipped. This may consist of a cellular telephone or any other telecommunication device.

62. The conveyance operator must provide the following information on behalf of all persons on board:

- (a) license plate or registration number of conveyance
- (b) name of the CBSA designated telephone reporting site
- (c) full name, date of birth, citizenship, travel document, travel document number, and residency of all persons on board
- (d) destination, purpose of trip, and length of stay in Canada for each passenger who is a non-resident of Canada
- (e) length of absence for each passenger who is a returning resident of Canada
- (f) goods being imported by all persons on board, including food, plants, animals and related products, firearms, firearm parts, ammunition, and weapons
- (g) all currency and/or monetary instruments totalling CAN\$10,000 or more
- (h) all repairs or modifications made to goods (including the boat) while outside Canada (for returning residents of Canada only) and
- (i) all cannabis or products containing cannabis being brought into Canada, whether imported by the traveller or remaining on the conveyance

63. If the 1-888 toll-free service is not available, the conveyance operator must call the direct business number of the TRC however, the caller may incur long-distance charges. The direct telephone number for the TRC is 905-679-2073.

64. All persons on board must provide information about all goods they are importing to Canada, including firearms, firearm parts, ammunition, weapons, cannabis and/or products containing cannabis and its derivatives, and

currency and/or monetary instruments totalling CAN\$10,000 or more. If duty and taxes are payable, the TRC officer will obtain a credit card number and expiration date from the person importing the goods, along with the mailing address of the credit card holder. Duty and/or taxes will be charged to the credit card and a receipt will be mailed to the person as proof of payment.

65. The conveyance operator is responsible for ensuring that all persons being transported into Canada on board the conveyance are in possession of all travel documents required by the legislation, i.e. passports, visas, or other.

66. The conveyance with all the persons on board shall remain at the point of arrival until otherwise notified by the TRC or a CBSA verification officer. The conveyance operator must present the conveyance, and all goods and persons, for examination if requested by a CBSA officer.

67. As proof of report, the operator will receive a report number either from the TRC or an on-site CBSA officer. The conveyance operator shall record and, if possible, display the report number on the lower windshield of the conveyance, present this number when requested by a CBSA or an RCMP officer and retain the number as reference for the duration of the trip in Canada.

68. All non-commercial conveyance operators must arrive at an approved [TRS/L](#) during its normal business hours, unless alternate arrangements have been made with the local [CBSA office](#).

69. If, due to weather conditions or other emergency circumstances, the conveyance has arrived at a place not designated for CBSA reporting, the operator must call the TRC at **1-888-226-7277**, the nearest [CBSA office](#) or a Royal Canadian Mounted Police (RCMP) office **immediately** upon entering Canada. Depending on the circumstances, the conveyance may be cleared by telephone, the operator and travellers may be requested to await the arrival of a CBSA officer, or the operator may be requested to transport the travellers to the nearest TRS/L at the first opportunity.

70. Use of a Telephone Reporting Site/Land (TRS/L) for those seeking clearance through the TRC are limited to travellers seeking entry by snowmobile or other non-commercial passenger conveyances.

71. In some areas, snowmobilers entering Canada may report from a marina that is accessible by ice or road in the winter months. These sites must be designated as a Telephone Reporting Site/Land (TRS/L) site to permit snowmobilers to seek telephone clearance. NEXUS program is not applicable for travellers seeking entry at TRS/L sites.

Non-Commercial Conveyance Operators Obligation

72. It is the operators' obligation to ensure the conveyance reports from an approved TRS/L site during its normal business hours unless alternate arrangements have been made with the local [CBSA office](#).

Verification of Travellers and Conveyances

73. All travellers reporting by telephone, including those using the NEXUS program, may be subject to verification by the CBSA. Requests for verification may be generated by the ZEUS - Telephone Reporting system or initiated by a CBSA officer.

Requirements for Telephone Reporting Site/Marine

74. Marinas interested in obtaining a CBSA designation as a Telephone Reporting Site/Marine (TRS/M) must present the local [CBSA office](#) with a business case. The request shall encompass the following information:

- (a) levels of service being requested
 - TRS/M - a marine port of entry at which private boat operators may report by telephone
 - NEXUS - an authorized port of entry for members of the joint Canada/U.S. NEXUS Program only
- (b) location where service is being requested
- (c) contact information (full address, e-mail (if available) and telephone number(s) of requestor
- (d) rationale for the request
- (e) anticipated days and hours of operation
- (f) anticipated annual/seasonal volumes and
- (g) any other additional information that supports the request

75. For a marina to become a designated CBSA TRS/M and to maintain its designation, the following requirements and conditions must be met (exceptions may apply):

- (a) provision of a functional and easily accessible telephone, which can include a cellular telephone/telecommunication solution
- (b) clear signage identifying the marina as a CBSA TRS/M (provided and paid for by the CBSA).
- (c) signage specifications are influenced by the size and space availability at the site and are as follows:
 - i. clearly visible TRC number in close proximity to the phone
 - ii. cross-Border Currency Reporting sign (post or surface mounted)
 - iii. firearms sign (post or surface mounted) and
 - iv. "You must stop and report sign"
- (d) provision of a clear sign listing hours of service (provided and paid for by the owner/operator) if the marina has limited hours of service
- (e) provision of unrestricted marina access to the CBSA verification teams to conduct monitoring and verification functions

- (f) provision of sufficient lighting and secure docks that ensure the safety of officers and boaters and
- (g) provision of a private room/area for the purpose of examinations if requested by an officer

76. The owner/operator must agree to the above requirements in order to obtain and maintain the marina's designation status or surrender the designation if those standards are not met. If any of the above requirements are no longer met or if there is a change in ownership, the marina owner/operator must immediately advise the CBSA of the change.

77. In determining the feasibility of granting the request of service, the local CBSA may conduct the following assessments:

- (a) risk assessment – identifies potential risks that may arise should the change in the requested level of service be implemented
- (b) financial assessment – uses a Treasury Board approved costing methodology to determine the full costs and financial implications for implementing a service change
- (c) human resources assessment – examines the human resources impacts associated with implementing a new initiative or a change in service
- (d) facilities/security assessment – explores all operational and functional aspects of facilities redevelopment for new or enhanced facilities
- (e) information technology assessment – identifies any new technological requirements resulting from the new or enhanced level of service
- (f) public environment assessment – examines the impact the change will have on the local community
- (g) program impact assessment – examines the impact the proposed service delivery change may have on existing programs, services and new initiatives

78. Local CBSA will work with the Traveller Operations Division in Headquarters to initiate an official Core Service Request (CSR). The CSR process was developed to assist the CBSA in identifying and defining factors considered when approving requests for service. This process is a responsive approach to assessing and approving CSRs in a consistent manner, while taking into account regional operation requirements.

79. All inquiries concerning CBSA requirements for operating a telephone reporting site/marine should be directed to:

Traveller Operations Division
Border Operations Directorate
E-mail address: csr-esb@cbsa-asfc.gc.ca

Requirements for Telephone Reporting Site/Land

80. Marinas or any other business that is interested in obtaining a CBSA designation as a Telephone Reporting Site/Land (TRS/L) for snowmobilers or other non-commercial passenger conveyances must present the local [CBSA office](#) with a business case. The request shall encompass the following information:

- (a) levels of service being requested:
 - i. Telephone Reporting Site/Land - An authorized port of entry for persons arriving in Canada aboard a non-commercial passenger conveyance other than a marine vessel, aircraft or train at which persons onboard may report by telephone
- (b) location where service is being requested
- (c) contact information (full address, e-mail (if available) and telephone number(s) of requestor
- (d) rationale for the request
- (e) anticipated days, months and hours of operation
- (f) anticipated annual/seasonal volumes and
- (g) any other additional information that supports the request

81. For a marina or other business to become a designated CBSA TRS/L and to maintain its designation, the following requirements and conditions must be met (exceptions may apply, depending on regional requirements):

- (a) provision of a functional and easily accessible telephone, which can include a cellular telephone/telecommunication solution
- (b) clear signage identifying the marina or site as a CBSA TRS/L (provided and paid for by the CBSA)
Note: signage specifications are influenced by the size and space availability at the site and are as follows:
 - i. clearly visible TRC number or the number for the CBSA office that will be processing the calls in close proximity to the phone
 - ii. cross-Border Currency Reporting sign (post or surface mounted)
 - iii. firearms sign (post or surface mounted)
 - iv. "You must stop and report sign"
- (c) provision of a clear sign listing hours of service (provided and paid for by the owner/operator) if the marina or business has limited hours of service
- (d) provision of unrestricted marina or business site access to the CBSA verification teams to conduct monitoring and verification functions
- (e) provision of sufficient lighting, secure docks or site (such as adequate snow clearance) that ensure the safety of officers, snowmobilers, and non-commercial passenger conveyances and
- (f) provision of a private room/area for the purpose of examinations if requested by an officer

82. The owner/operator must agree to the above requirements in order to obtain and maintain the marina's or business site designation status or surrender the designation if those standards are not met. If any of the above requirements are no longer met or if there is a change in ownership, the marina or site owner/operator must immediately advise the CBSA of the change.

83. All requests for CBSA core services undergo a full environmental assessment which includes analyzing the impact on CBSA regional and national resources, operational impacts, infrastructure facilities requirements, and alignment with CBSA and Government of Canada priorities.

84. Local CBSA will work with the Traveller Operational Service Delivery Division in Headquarters to initiate an official Core Service Request (CSR). The CSR process was developed to assist the CBSA in identifying and defining factors considered when approving requests for service. This process is a responsive approach to assessing and approving CSRs in a fair, consistent manner, while taking into account regional operation requirements.

References

Consult these resources for further information.

Applicable Legislation

- [*Immigration and Refugee Protection Act*](#)
- [*Customs Act*](#)
- [*Presentation of Persons \(2003\) Regulations*](#)
- [*Reporting of Imported Goods Regulations*](#)
- [*Immigration and Refugee Protection Regulations*](#)

Superseded memoranda D

D2-5-12 dated May 13th, 2025

Issuing Office

Policy and Program Development Division
Travellers Policy and Programs Directorate
Travellers Branch

Contact Us

All inquiries from general aviation, private boat and snowmobile operators seeking to report by telephone when entering Canada:

[Contact border information services](#)

For more information, call the Border Information Service, an automated telephone service that provides general information on CBSA programs, services and initiatives through recorded scripts.

Telephone:

- **1-800-461-9999** (within Canada)
- **1-204-983-3500** or **1-506-636-5064**. Long distance charges will apply
- **TTY 1-866-335-3237** (for those with hearing or speech impairments)

Please note: Agents are available Monday to Friday (7am – 7pm ET except holidays).

All inquiries concerning CBSA requirements for operating a telephone reporting site should be directed to:

Traveller Operational Service Delivery Division
Travellers Operational Guidance and Support Directorate
E-mail address: csr-esb@cbsa-asfc.gc.ca

Related links

[Canada-United States Accord on Our Shared Border](#)

Memoranda [D2-5-0](#) and [D2-1-1](#)

[Directory of CBSA Offices and Services](#)

[CANPASS Private Aircraft](#)

[CANPASS Corporate Aircraft](#)