

## Correcting Softwood Lumber Permits

When an error is identified on a softwood lumber permit it must be corrected. All permits for a given month that contain known errors must be corrected by the fifth working day of the subsequent month.

It is the responsibility of the exporter/applicant to ensure that all permit corrections are done in a timely manner.

All errors in the following data must be corrected:

- 1) FBM
- 2) EXPORT PRICE
- 3) PRODUCER/FIRST MILL
- 4) HTS NUMBER
- 5) CDN SHIP DATE

A new permit application must be made using amended data. It should be noted that you must manually "back date" the U.S. arrival date, and add comments in the "notes field" as to the specific reason for correction.

The permit number to be cancelled should always be referenced in the notes field. For example, "cancel permit number 12345678, incorrect FBM, export price, etc."

If the amended application is made within 7 days of the original ship date a new permit will be issued quickly. When you receive the amended permit, please complete a permit correction form and fax or e-mail to our permit support team. An example and copy of the latest correction form is attached.

If the amended application is made more than 7 days after the original application date it will be "routed" by DFAIT. When this occurs you will need to supply the NGJ reference number of the corrected application on your correction form. This number can be found in column 3 of your permit status grid.

We will then supply D-Fait with cancellation information and monitor the progress of your amended application.

Export Permit support Team email [lumber.permits@ngjensen.com](mailto:lumber.permits@ngjensen.com) / Fax 952-229-2784

The *NGJ Lumber Permit Bulletin* provides information obtained from third parties, primarily government agencies.

Jensen Customs Brokers Canada Inc. (JCBC) has not verified the accuracy of the information nor is it capable of verifying the accuracy of the information. As a consequence, JCBC will not be liable for injury suffered as a result of reliance on the information provided in the *JCBC Lumber Permit Bulletin*.

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If you have questions, please contact the JCBC Lumber Desk via e-mail at [lumber.permits@ngjensen.com](mailto:lumber.permits@ngjensen.com), or by telephone at (204) 928-2812.

If you no longer wish to receive these notices, contact our Trade/Compliance Services Department at: [compliance.us@ngjensen.com](mailto:compliance.us@ngjensen.com)

*Jensen Customs Brokers Canada Inc. is a certified participant in the Partners in Protection (PIP) program.*

When doing a permit correction both DFAIT and CBP must be notified of the changes.

### DFAIT PERMIT CHANGES

All changes to FBM, Export Price, Producer/First Mill, HTS#'s and Canadian Ship Date will require a new permit application be submitted and the original permit cancelled.

Keep in mind that all these corrections must be done within the time frame allocated by DFAIT (5 days after the end of each month) for any shipments crossing within that month time period. If you run in to a situation where you find a permit needing corrections after the close of the month you will need to contact your NGJ Office/Rep and request assistance in trying to get approval from DFAIT to get a new permit issued and the old one cancelled. This is a very manual process and needs to be handled directly with our contact at DFAIT. It can take weeks/months to try and get these issues resolved, so it is imperative that every effort is made to get corrections and adjustments done within the given time frame.

### CBP ENTRY CHANGES

Revised invoices along with the new permit number must be sent to the original port where the shipment crossed requesting the port file a revised entry to CBP (known as a SIL). All changes must match that of the permit so that when the two countries are reconciling with each other everything matches.

Correcting a permit and not the entry will make it impossible for the two countries to reconcile.

If you have any questions about any of these issues, please contact your NGJ REP, NGJ OFFICE or the Lumber Permit desk. We will be glad to assist.

Sincerely;

Dianne Hackman  
National Lumber Manager  
Blaine, WA.

## Lumber Permit Cancellation Form

**Exporter Name:**

**Ship Date:**

**EICB#:**

**Replacement NGJ Ref#:**

(Only if New Corrected Permit # is not available)

**Customer ref#:**

**Cancel Permit Number:**

**Replacement / Keep Permit#:**

When submitting a corrected permit application, if it is seven days past the ship date the application will be "routed"....In this case just provide us with the replacement NGJ ref # so we can monitor & provide the necessary information to DFAIT (Ottawa) to process the cancellation....  
It's also important that in the "notes field" to reference which permit number you are cancelling plus the reason... Example: Cancel P# 12345678 wrong FBM & Value....If you have questions about this please call us @ (204) 928-2812

**Corrections- Please enter all fields that you have updated**

Original

Corrected Amount

**FBM:**

**FBM:**

**Value:**

(Specify US or CDN \$\$)

**Value:**

(Specify US or CDN \$\$)

**Producer:**

**Producer:**

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**Reason for Change:** Please include contact name & Phone# in case we have questions regarding this cancellation...

Fax to (952) 229-2784 or email ([lumber.permits@ngjensen.com](mailto:lumber.permits@ngjensen.com))

\*\*\*\*\*EXAMPLE\*\*\*\*\*

**Lumber Permit Cancellation Form**

Exporter Name:  
*Company Name*

Ship Date:

EICB#:  
*Company EICB#*

Replacement NGJ Ref#:  
(Only if New Corrected Permit # is not available)

Customer ref#:  
*Ref # Used In Grid*

Cancel Permit Number:  
*it...*

Replacement / Keep Permit#:  
*Replacement Permit # if you have*

*replacement*

*If not please supply above*

*NGJ Ref #*

When submitting a corrected permit application, if it is seven days past the ship date the application will be "routed"....In this case just provide us with the replacement NGJ ref # so we can monitor & provide the necessary information to DFAIT (Ottawa) to process the cancellation....  
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**Corrections- Please enter all fields that you have updated**

Original

Corrected Amount

FBM:

FBM:

Value:  
(Specify US or CDN \$\$)

Value:  
(Specify US or CDN \$\$)

Producer:

Producer:

\*\*\*\*\*

**Reason for Change:** Please include contact name & Phone# in case we have questions regarding this cancellation...

*Reason Why Changes ???*

Fax to (952) 229-2784 or email ([lumber.permits@ngjensen.com](mailto:lumber.permits@ngjensen.com))

## **Frequently Asked Questions on the Web Permit Application**

**If at anytime you need to ask a question, call the Lumber Permit Desk @ (204) 928-2812 in Winnipeg, Manitoba.**

- (1) **What is the SCAC & SCN fields:** these two fields tie into the PAPS Number if you know what it is the Alpha portion goes into the SCAC box the numerical portion of the number goes into the SCN field....If this is unknown at time of application you may put UNKN in both fields.
- (2) **What is HTS;** this is the Canadian tariff number which is different than the tariff used on the Customs paperwork, use the drop down box (takes a few seconds for it to appear) then use the scrolling wheel on your mouse and scroll until you find the tariff that you need...(it is a long list)
- (3) **US Arrival Date, what if I do not know exactly:** Give your best guess as this date is not as important as the CDN ship date which has to be exactly the day the truck/rail car was loaded.
- (4) **Port Code, what if I do not know exactly:** Truckers change their minds for various reasons so again, use your best guess.
- (5) **MLB#:** (Maritime License Bureau #) This is the field you would input the certificate number if you were purchasing wood from the Maritimes if you enter a number in this field you will need to answer Yes in the EX Log Indicator otherwise leave it at No....
- (6) **Producer:** Is the First Cut Mill,
- (7) **BIN:** Is the Business number of the first mill, you must have all 15 digits, and if they give it to you with an R in front of it ignore it or else your application will reject...(for example 123456789SL0001)
- (8) **Quota:** Choices are "A" or "B" option A (export tax) is for BC & AB all other provinces chose "B" for & have quota.
- (9) **Region of Origin:** is the region of the first cut mill.
- (10) **Application is still on my screen after I hit the submit button:** Look for red/pink highlighted box(s) something is wrong with this box, fix the information in red/pink box(s), but the box(s) will remain highlighted after you have corrected them; try submit application again.

If everything is Okay you will get a message that says "this application has been successfully created" & it will take you automatically to the permit status grid if you do not see this message your application has not been sent & there is still something wrong...I suggest you save the application by the customer ref# and call our lumber permit desk for help they will be able to access the application once it's been saved and help you through it....

## Common Reject Messages

- (1) Invalid SBRN: The First Mill you are using is not registered with Ottawa as a 1<sup>st</sup> mill, or the (BIN) Business Number is incorrect.

### Solutions:

- (a) Confirm BN with the lumber permit team.
- (b) If the BN is correct, then this “mill” will need to contact DFAIT and ask to be registered as a first cut mill (make sure they actually make the first cut (Raw Log to Dimensional Lumber)).

The contacts at DFAIT are Susan Mitchell and Diane Champagne.  
[susan.mitchell@international.gc.ca](mailto:susan.mitchell@international.gc.ca), or by phone at (613) 944-1911  
[diane.champagne@international.gc.ca](mailto:diane.champagne@international.gc.ca), or by phone at (613) 944-2358

- (c) If you have bought this wood from a Re-man facility, and have used them as the producer/mill it will not work. You will need to call the re-man facility to get the first mill of origin. Most re-man facilities are used to this question and should know exactly what you need.

### You will need to resend this application again with any corrected information to get the permit number

- (2) Invalid Mode of Transportation: You must use the drop down box in this field. Typing in the mode of transportation (rail, road, etc.) will result in rejection, and this will require resending the application.

- (3) Price Verification: This is a “routed message.” Ottawa has set up parameters for high and low valued wood, and wants to review before permitting. The following two suggestions may help expedite the permit process.

- (a) **If the price is high:** you can cap the value at \$500.00 US per/ 1,000 fbm. For high priced wood, this usually solves the delay in permitting.
- (b) **If the price is low:** you should add notes in the notes field explaining the price calculations. The application will still be routed and reviewed, but will come back with a permit eventually.

- (4) Insufficient Quota: Self explanatory (British Columbia & Alberta Provinces excluded)

### Solutions:

- (a) Confirm whether you have had quota transferred into your account. If yes, then did you send the permit application with the correct region of origin?
- (b) Did you use the correct EICB number?
- (c) Are you an excluded company? If yes, you will need to contact DFAIT and have them look into why you are getting these error messages.  
[susan.mitchell@international.gc.ca](mailto:susan.mitchell@international.gc.ca), or by phone at (613) 944-1911  
[diane.champagne@international.gc.ca](mailto:diane.champagne@international.gc.ca), or by phone at (613) 944-2358  
You can also call the (DFAIT) EICS Help Desk at 1-877-808-8838.

- (5) Canadian ship date more than seven days past ship date: this is a routed message only – do not resend.

You should not see this message unless it's a correction, or you are applying for a permit late or have used the wrong ship date in error. You should confirm dates if okay. If the dates are okay, leave the permit application as it is. The permit has been routed to DFAIT for review. You will get a permit back, but it will be delayed.

- (6) Canadian shipment date more than 5 days after end of month: this could be either routed or rejected depending on the date you sent the application.

Check your shipment date; this message will come up if the application or correction is submitted after 5 days into the next month. It is possible to see this message before the true cut off date. If that is the case, this is a "routed message," and you should follow up to ensure a permit is received. If it is truly after the cut off date, you will not be able to get a permit. If there are extraordinary circumstances and you would like to plead your case to Ottawa, try calling the contacts below.

[susan.mitchell@international.gc.ca](mailto:susan.mitchell@international.gc.ca), or by phone at (613) 944-1911  
[diane.champagne@international.gc.ca](mailto:diane.champagne@international.gc.ca), or by phone at (613) 944-2358

If you have any other reject messages that you need help with, please call our Lumber Help Desk @ (204) 928-2812.

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*Jensen Customs Brokers Canada Inc.*