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FTA Certificates of Origin Program – Frequently Asked Questions (FAQ)

IMPORTANT NOTICE FOR TRADE PARTNERS

Please be advised that Chile has been added in our LCBO CPTPP certificate form. Chilean vendors and producers are encouraged to submit the CPTPP form for 2027.

Certificates must be received by December 4, 2026, in order to receive preferential treatment effective January 1, 2027.

Please ensure that your certificate,

- indicates calendar year 2027 in the following format MMM-DD-YYYY
- includes only active articles, no obsolete or de-listed articles
- has been signed by the exporter or producer and not an agency
- includes the continuation spreadsheet for certificates containing more than 5 articles
- original PDF and MS Excel spreadsheet must be submitted and be legible, photos of these will not be accepted

Prior to sending a follow-up inquiry, please make sure to check if you received a rejection or acceptance notice with a valid form ID.

- **Rejection notice**: please correct the errors and submit a new the form
- **Conditional Acceptance notice**: when some of the SKUs were not processed, please submit a new form including **only** the articles that still require updating.

Q1. I've received the conditional acceptance notice, however only some of the items have the preferential rate applied.

A1. We only update items that were submitted with complete and valid information. If the declaration form has at least 1 accepted item, we will update our database accordingly. However, invalid items will be systematically disregarded without a preferential rate being applied.

Q2. I submitted both the origin declaration form in PDF and a MS Excel continuation sheet, why was my submission rejected?

A2. For submissions for up 31 SKUs, only the origin declaration form and LCBO continuation sheet in PDF are accepted.

LCBO Customs Department
October 30, 2026

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Q3. When is my certificate being processed? When is the deadline for 2026 certificates?

A3. We endeavor to process submissions expediently and in the same order in which they are received (FIFO sequence). Turnaround times are solely dependent on the volumes we receive and the overall compliance of the submissions.

Q4. Can I send the certificate to the CustomsDepartment@lcbo.com mailbox?

A4. No, LCBO FTA certificates must be submitted directly to origin.certificates@lcbo.com Including unrelated attachments or documents such as CCI's, Commercial Invoices, Packing Lists will trigger a rejection notice.
When the form is sent to origin.certificates@lcbo.com, an acknowledgement email will be generated and provided to you. Any follow-up emails as to whether the form has been received will be disregarded.

Q5. I resubmitted the form using the same form ID and haven't received any feedback yet. Any update?

A5. Please note for status track and trace purposes the unique form ID can be used only once. Our system will reject a resubmission that uses the same form ID.

Q6. I've reached out to the FTA email with documents attached, however I keep receiving a rejection notice.

A6. Please note that pdf documents attached in the email are automatically uploaded in our system for subsequent review. With follow up emails please do not include attachments, only provide the form ID pertaining to the inquiry.