

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

Please ensure that your certificate,

- indicates calendar year 2024- Jan 1, 2024 - Dec 31, 2024
- includes only active items, no obsolete or pending items
- has been signed by the vendor and not an agency
- includes the spreadsheet for lists over 5 items as applicable
- original pdf and Excel spreadsheet needs to be submitted, not a photo or scan copy of these

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 resubmit the form
- Acceptance notice where some of the SKUs were not updated- please resubmit the form including only the items that still require updating

Q1. I've received the 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 and the Excel spreadsheet in pdf, why was my submission rejected?

A2. For submissions with more than 5 SKUs the Excel spreadsheet must be submitted in .xls or .xlsx formats, no scans, photos, or other versions can be accepted.

Q3. When is my certificate being processed? When is the deadline for 2024 certificates?

A3. We endeavour 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 customs email CustomsDepartment@lcbo.com?

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.