



**PF Collins**  
International Trade Solutions

# NON-RESIDENT IMPORTER (NRI) RECORD-KEEPING

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**2024**

**REFERENCE GUIDE FOR PF COLLINS  
NRI RECORD-KEEPING SERVICE**

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## Non-Resident Importer (NRI) Record-Keeping

Document Upload form for NRI Record-Keeping Service through PF Collins

**Record-keeping requirements for imported commercial goods apply to resident and non-resident importers, including exporters abroad who ship commercial goods to themselves in Canada.**

At a minimum, Canada Customs dictates that NRIs are required to keep all records (documents) relating to Canadian import transactions for a **period of six years** (meaning six years plus the current year) following the importation of the commercial goods.

These documents include: all records that relate to the origin, marking, purchase, importation, costs & value of the commercial goods; payment for the commercial goods; the sale or other disposal of the commercial goods in Canada; and any application for an advance ruling made under section 43.1 of the [Customs Act](#) in respect of the commercial goods. In addition to these requirements, the [Imported Goods Records Regulations](#) also require additional records be kept for various specific entities and in various scenarios.

Generally, an importer is required to maintain records at its place of business in Canada however, as an NRI, you may not maintain a place of business in Canada, but you can apply CBSA for authorization permitting you maintain records in Canada through the use of a licensed customs broker. PF Collins offers this service to digitally record-keep your documents in a well-organized and easily accessible manner in the event of an audit.

**The following information is provided to guide those looking to use our Non-Resident Importer (NRI) Record-Keeping Service in uploading their digital documents and viewing them within our PF Collins WebLink Client Portal.**

## Uploading & Viewing

### Finding the NRI Record-Keeping Document Upload Form

The document upload form can be found here

Or by typing: <https://form.jotform.com/240424674076255>

**Upload Form**

There are also many ways to find this form on our website located at [www.pfcollins.com](http://www.pfcollins.com)

- Under our Services → Customs Brokerage & Consulting → **Non-Resident Importer Program**
- In our **Client Resource Center** under Service Applications
- Our within our **Non-Resident Importer information article**

## Completing and Submitting the Document Upload Form

You will be required to enter the **Company Name** and **Client ID** that you have on file with PF Collins. Your Client Number/Account Number can be found on any invoice sent from PF Collins International Trade Solutions.

Enter a **Contact Name**, **Phone Number**, and **Email** associated with your account and company and click **Next**.

### Non Resident Importer (NRI) Record-Keeping

Document Upload form for NRI Record-Keeping Service through PF Collins for Existing Clients

Company Name \*

PF Collins Example

Client ID \*

0123456789

Contact Name \*

PF Collins

Phone Number \*

(123) 456-7890

Please enter a valid phone number.

Email \*

example@pfcollins.com

example@example.com

Next

On the following page of the form, you are required to enter a **Reference Number** or **Identifier**. The Reference Number/Identifier that you choose will become the name of the document folder within our WebLink Client Portal that your files will be stored together in. It is recommended to use the **Purchase Order Number** of the import that the documents reference, but you may select any identifier of your choosing. This number will allow you to organize your file folders by import and allow you to add more documents in the future, if necessary, by using the same reference number when filling out this form.

Click on **Upload a File** to begin selecting your files for upload. The accepted file types are .JPG, .JPEG, .PNG, .PDF, and .TIF with the maximum size allowance for one batch of documents being 75 MB. Once you have selected your documents and uploaded them to the form, click **Submit Form** to submit your documents for record-keeping.

Reference Number/Identifier \*

1234567890

The Reference Number or Identifier you use will become the name of your document folder within our WebLink Portal that your files are stored together in. It is recommended to use the Purchase Order Number of the import that the documents reference but you may use any identifier of your choosing.

### Upload Documents \*



Upload a File

Drag and drop files here

<input checked="" type="checkbox"/>	NRI Document 3.pdf	0.7MB	
<input type="checkbox"/>	NRI Document 2.png	1.4KB	
<input type="checkbox"/>	NRI Document 1.png	1.3KB	

Accepted file types: jpg, jpeg, png, pdf, tif. Maximum upload: 75 MB

Back

Submit Form

Note: If you have more documents than the 75 MB allowance, you may submit the form up to the maximum allowance and complete a new form using the same **Reference Number** to add the remaining documents to the files submitted from the first form. If you have more documents to upload for the same import, please click **Fill Again** on the Thank You page and use the same Reference Number; if you are uploading documents for a different import, please click **Fill Again** and use a new Reference Number.



## Thank You!

Your submission with **Reference Number: 1234567890** has been successfully received.

You will be able to view this submission within the [PF Collins Weblink Client Portal](#) once you have received a confirmation email. **Please Note:** If this is your first time using the portal, you may not receive a confirmation email until the next business day.

Need to upload more documents?



Once the system has added your documents to our WebLink Portal, you will receive a confirmation email stating that your recent upload was successful and that the documents are ready to be viewed. Please note that this confirmation is sent only to the email address that is submitted on the first page of the upload form.

## Viewing Documents in the PF Collins Weblink Client Portal

The PFC Client Portal can be found here

Or by typing: <https://portal.pfcollins.com>

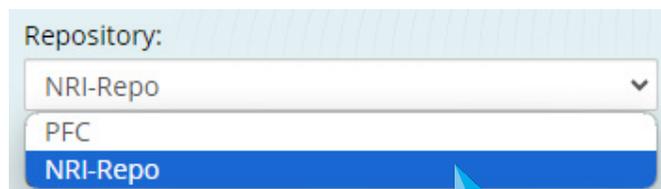
**Client Portal**

You can also find a link to this portal on our website located at [www.pfcollins.com](http://www.pfcollins.com) in the top-right corner by clicking **Client Login**

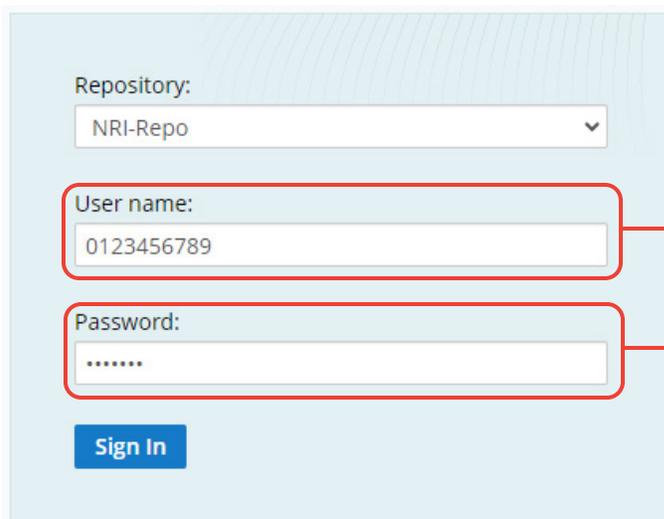
Log in to the PFC Client Portal using the provided **User Name (Client ID)** and **Password**. Once you have made your first submission to the NRI Document Upload form, the first confirmation email you receive will include your temporary password. You will be prompted to change this once you log in.

You will notice that there are two options within the **Repository** dropdown; the **PFC Repository** stores PF Collins invoices and related documents while the **NRI-Repo Repository** stores NRI documents uploaded by the user.

To view your recently uploaded NRI documents, select the **NRI-Repo Repository**.



Repository:  
NRI-Repo  
PFC  
NRI-Repo



Repository:  
NRI-Repo

User name:  
0123456789

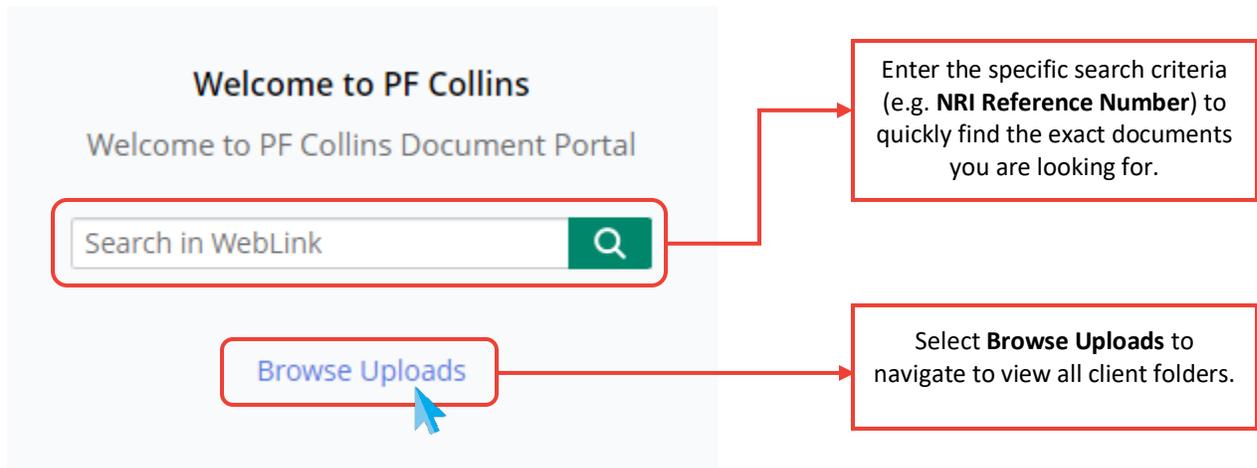
Password:  
.....

**Sign In**

Your **User Name** will be your **Client ID**

Your temporary **Password** will be provided in the first document confirmation email you receive, and you will be prompted to change it once you have logged in.

On the Portal's main page, you will have the option to **Search in Weblink** or **Browse Uploads**.

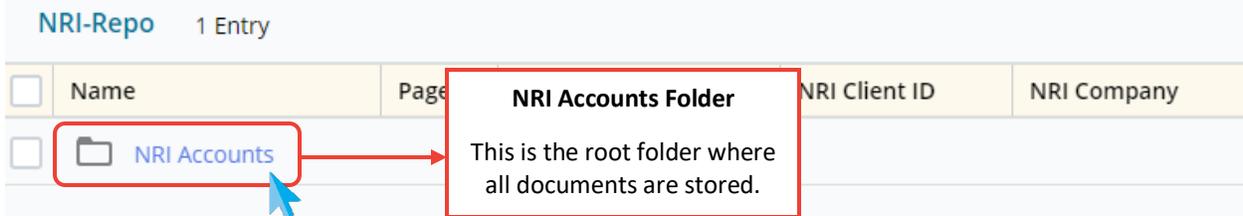


The screenshot shows the 'Welcome to PF Collins' page. A search bar labeled 'Search in Weblink' is highlighted with a red box and a callout box that says: 'Enter the specific search criteria (e.g. **NRI Reference Number**) to quickly find the exact documents you are looking for.' Below the search bar, a 'Browse Uploads' button is highlighted with a red box and a callout box that says: 'Select **Browse Uploads** to navigate to view all client folders.'

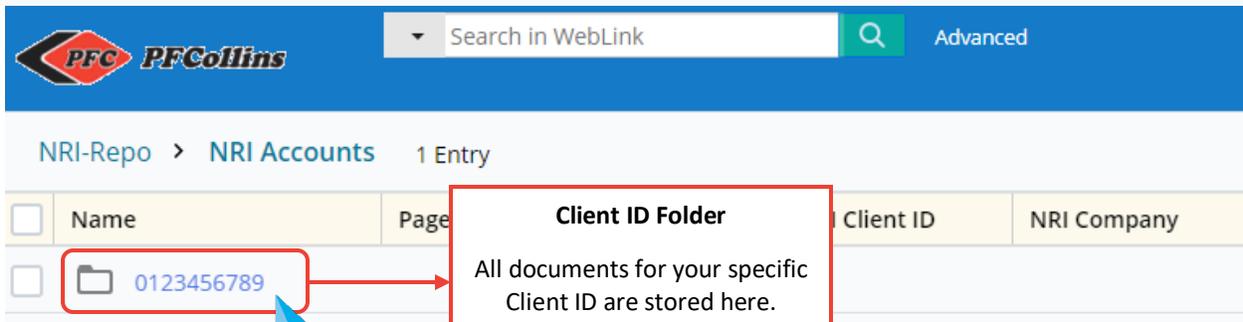
After selecting **Browse Uploads**, you will see the Client Document Window. Select **Existing Clients**.



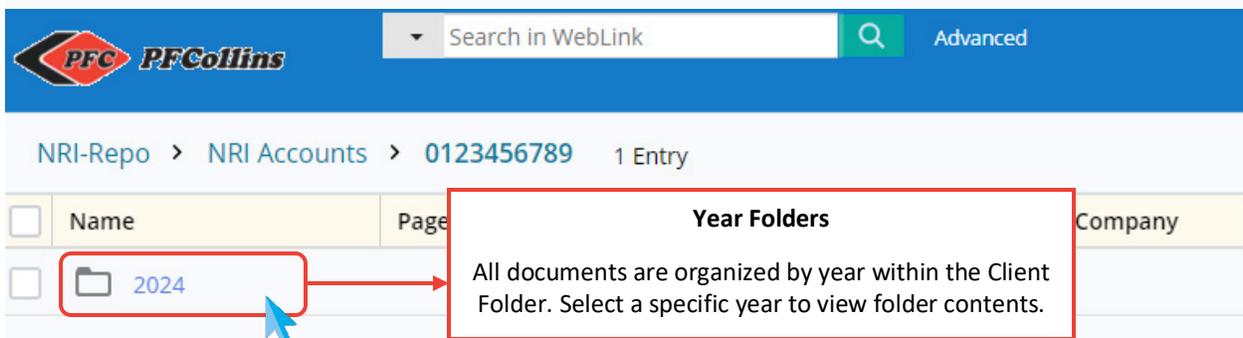
The screenshot shows the 'NRI-Repo' section with a search bar and a table of folders. The table has columns for 'Name', 'Page', 'NRI Client ID', and 'NRI Company'. A folder named 'NRI Accounts' is highlighted with a red box and a callout box that says: 'This is the root folder where all documents are stored.'



The screenshot shows the 'NRI-Repo > NRI Accounts' section with a search bar and a table of folders. The table has columns for 'Name', 'Page', 'Client ID', and 'NRI Company'. A folder named '0123456789' is highlighted with a red box and a callout box that says: 'All documents for your specific Client ID are stored here.'

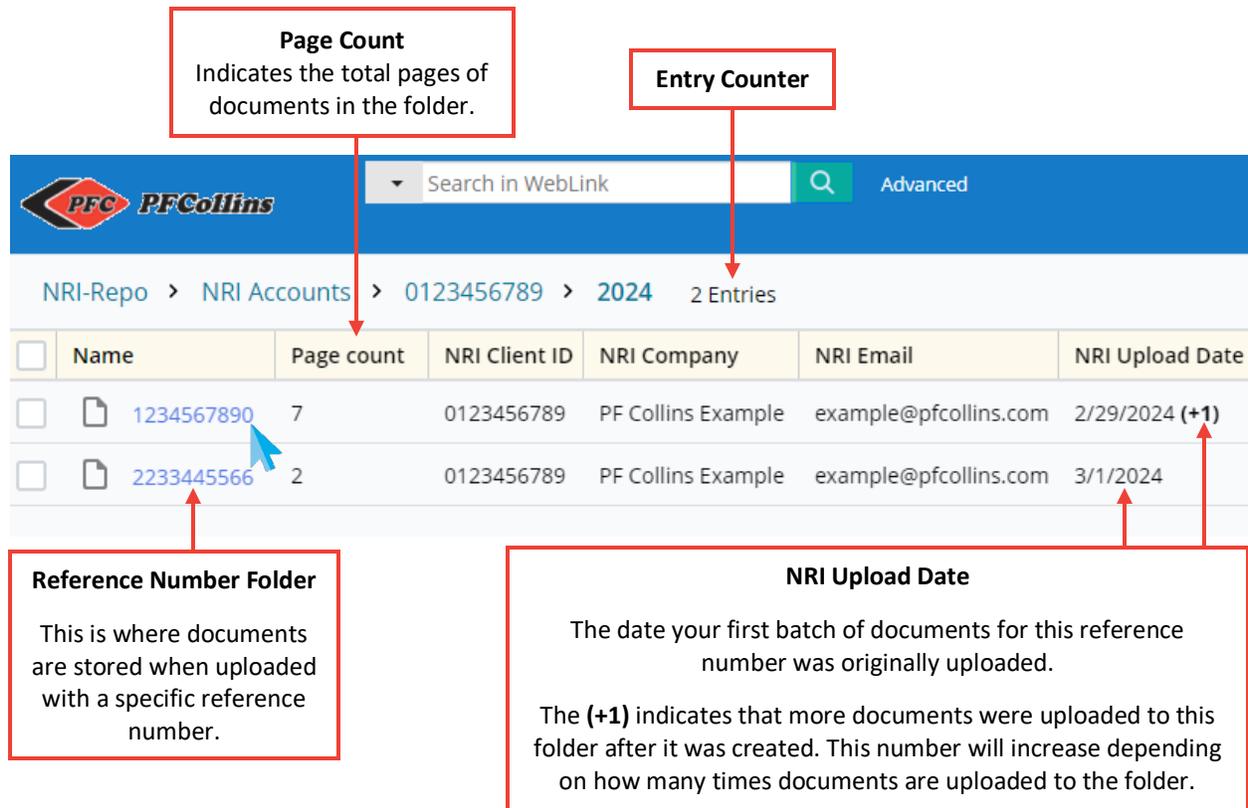


The screenshot shows the 'NRI-Repo > NRI Accounts > 0123456789' section with a search bar and a table of folders. The table has columns for 'Name', 'Page', 'Year Folders', and 'Company'. A folder named '2024' is highlighted with a red box and a callout box that says: 'All documents are organized by year within the Client Folder. Select a specific year to view folder contents.'



The screenshot shows the 'NRI-Repo > NRI Accounts > 0123456789' section with a search bar and a table of folders. The table has columns for 'Name', 'Page', 'Year Folders', and 'Company'. A folder named '2024' is highlighted with a red box and a callout box that says: 'All documents are organized by year within the Client Folder. Select a specific year to view folder contents.'

Inside the **Year Folder** you will find your document uploads organized by **Reference Number**. The **Entry** counter at the top indicates how many folders you have based on reference number entries. By selecting the Reference Number folder, a new document viewing window will open to view your files within the folder.



**Page Count**  
Indicates the total pages of documents in the folder.

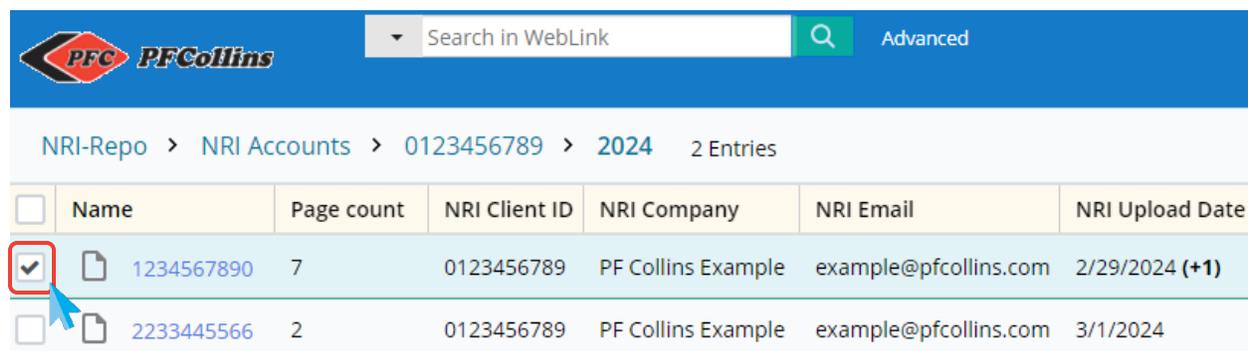
**Entry Counter**

**Reference Number Folder**  
This is where documents are stored when uploaded with a specific reference number.

**NRI Upload Date**  
The date your first batch of documents for this reference number was originally uploaded.  
The **(+1)** indicates that more documents were uploaded to this folder after it was created. This number will increase depending on how many times documents are uploaded to the folder.

<input type="checkbox"/>	Name	Page count	NRI Client ID	NRI Company	NRI Email	NRI Upload Date
<input type="checkbox"/>	<a href="#">1234567890</a>	7	0123456789	PF Collins Example	example@pfcollins.com	2/29/2024 <b>(+1)</b>
<input type="checkbox"/>	<a href="#">2233445566</a>	2	0123456789	PF Collins Example	example@pfcollins.com	3/1/2024

Selecting the **Checkbox** to the left of the entry will allow you to preview the file and its details in the right-hand pane.



<input type="checkbox"/>	Name	Page count	NRI Client ID	NRI Company	NRI Email	NRI Upload Date
<input checked="" type="checkbox"/>	<a href="#">1234567890</a>	7	0123456789	PF Collins Example	example@pfcollins.com	2/29/2024 <b>(+1)</b>
<input type="checkbox"/>	<a href="#">2233445566</a>	2	0123456789	PF Collins Example	example@pfcollins.com	3/1/2024

PF Collins Search in Weblink Advanced My Weblink More -

NRI-Repo > NRI Accounts > 0123456789 > 2024 2 Entries

<input type="checkbox"/>	Name	Page count	NRI Client ID	NRI Company	NRI Email	NRI Upload Date
<input checked="" type="checkbox"/>	1234567890	7	0123456789	PF Collins Example	example@pfcollins.com	2/29/2024 (+1)
<input type="checkbox"/>	2233445566	2	0123456789	PF Collins Example	example@pfcollins.com	3/1/2024

**1234567890**

Details Preview

**Entry Properties**

Modified 2/29/2024 3:41:50 PM  
 Created 2/29/2024 3:35:13 PM

**Template**

NRI Document

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**Fields**

NRI Client ID 0123456789  
 NRI Company PF Collins Example  
 NRI Reference Number 1234567890  
 NRI Email example@pfcollins.com  
 NRI Upload Date 2/29/2024  
 2/29/2024  
 NRI Upload Date and Time 2/29/2024 3:37:20 PM  
 2/29/2024 3:41:50 PM

**Details Tab**

**1234567890**

Details Preview

**Entry Properties**

Modified 2/29/2024 3:41:50 PM  
 Created 2/29/2024 3:35:13 PM

**Template**

NRI Document

---

**Fields**

NRI Client ID 0123456789  
 NRI Company PF Collins Example  
 NRI Reference Number 1234567890  
 NRI Email example@pfcollins.com  
 NRI Upload Date 2/29/2024  
 2/29/2024  
 NRI Upload Date and Time 2/29/2024 3:37:20 PM  
 2/29/2024 3:41:50 PM

**Preview Tab**

**1234567890**

Details Preview

**PF Collins** NRI Document Upload Thursday, February 29, 2024

**Submission ID** 5850426672404801598 **Submission IP** 209.128.10.42

**Company Name** PF Collins Example  
**Client ID** 0123456789  
**Reference Number** 1234567890  
**Contact Name** PF Collins  
**Phone Number** (123) 456-7890  
**Email** example@pfcollins.com

**Billing Information**

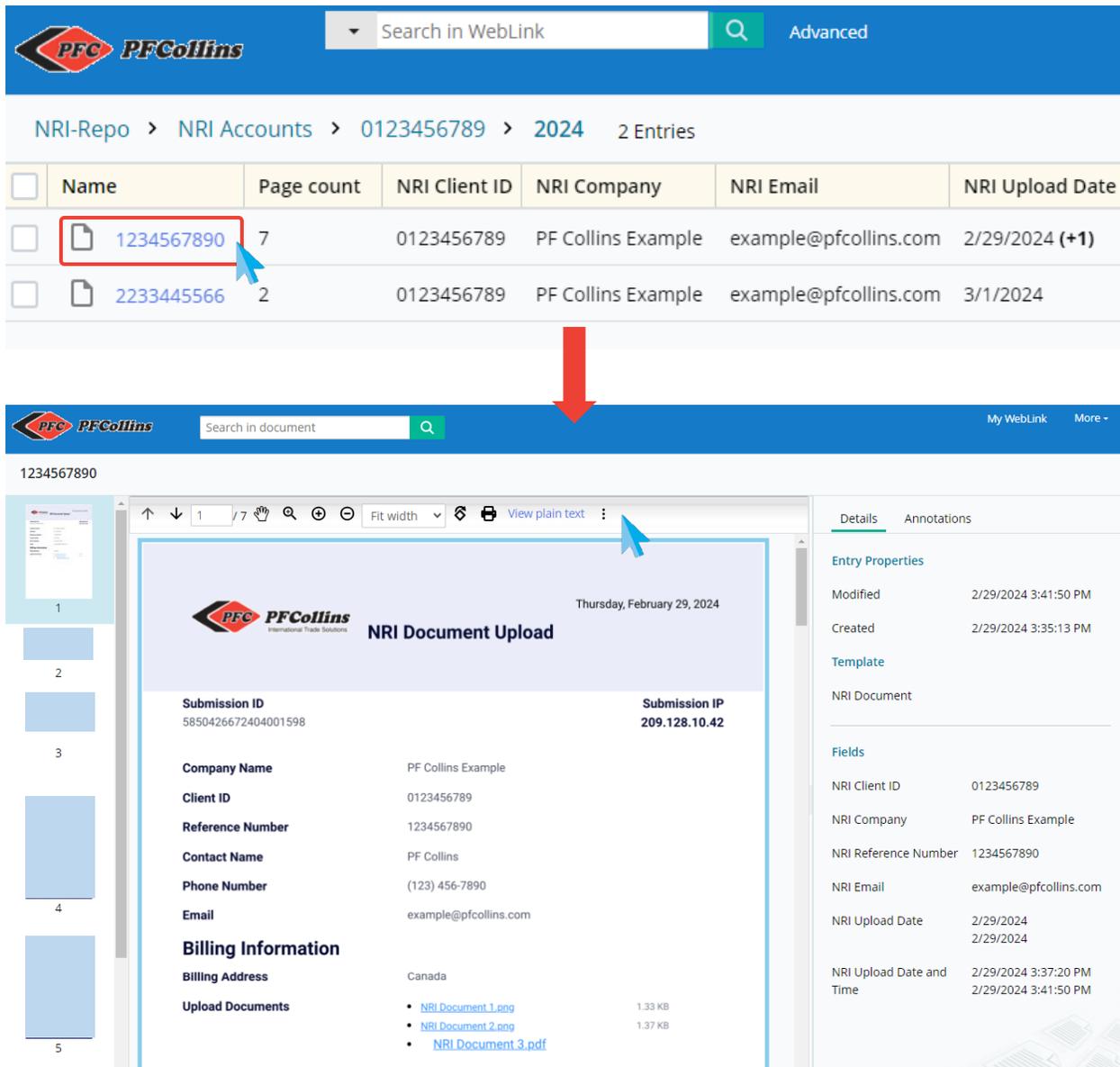
**Billing Address** Canada

**Upload Documents**

- NRI\_Document\_1.jpg 1.33 KB
- NRI\_Document\_2.jpg 1.37 KB
- NRI\_Document\_3.pdf

1

Selecting the [hyperlinked Reference Number folder name](#) will open a new document viewing window to view your files within the folder.



The screenshot shows the PFCollins web interface. At the top, there is a search bar and a navigation breadcrumb: [NRI-Repo](#) > [NRI Accounts](#) > [0123456789](#) > [2024](#) 2 Entries. Below this is a table with columns: Name, Page count, NRI Client ID, NRI Company, NRI Email, and NRI Upload Date. The first row is highlighted with a red box, and a blue arrow points to the folder name '1234567890'. A red arrow points from this row down to the document viewer below.

The document viewer shows the document '1234567890'. The toolbar at the top of the viewer includes navigation arrows, a page indicator '1 / 7', a search icon, a zoom icon, a 'Fit width' dropdown, a print icon, and a 'View plain text' link. The document content includes the PFCollins logo, the date 'Thursday, February 29, 2024', and the title 'NRI Document Upload'. The document details are as follows:

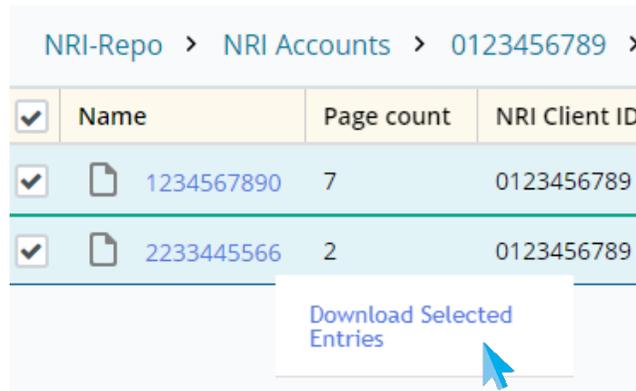
Submission ID		Submission IP	
5850426672404001598		209.128.10.42	
<b>Company Name</b>	PF Collins Example		
<b>Client ID</b>	0123456789		
<b>Reference Number</b>	1234567890		
<b>Contact Name</b>	PF Collins		
<b>Phone Number</b>	(123) 456-7890		
<b>Email</b>	example@pfcollins.com		
<b>Billing Information</b>			
<b>Billing Address</b>	Canada		
<b>Upload Documents</b>	<ul style="list-style-type: none"> <li><a href="#">NRI Document 1.png</a> 1.33 KB</li> <li><a href="#">NRI Document 2.png</a> 1.37 KB</li> <li><a href="#">NRI Document 3.pdf</a></li> </ul>		

On the right side of the document viewer, there is a 'Details' tab and an 'Annotations' tab. The 'Details' tab shows 'Entry Properties' (Modified: 2/29/2024 3:41:50 PM, Created: 2/29/2024 3:35:13 PM), 'Template' (NRI Document), and 'Fields' (NRI Client ID: 0123456789, NRI Company: PF Collins Example, NRI Reference Number: 1234567890, NRI Email: example@pfcollins.com, NRI Upload Date: 2/29/2024, NRI Upload Date and Time: 2/29/2024 3:37:20 PM, 2/29/2024 3:41:50 PM).

The **toolbar** at the top of the document viewer allows you to zoom in and out, rotate pages, navigate through the files in the folder, view the document as plain text, and print the document. In the document details, if the **NRI Upload Date and Time** shows more than one date stamp, this indicates the different dates and times when documents were added to this folder.

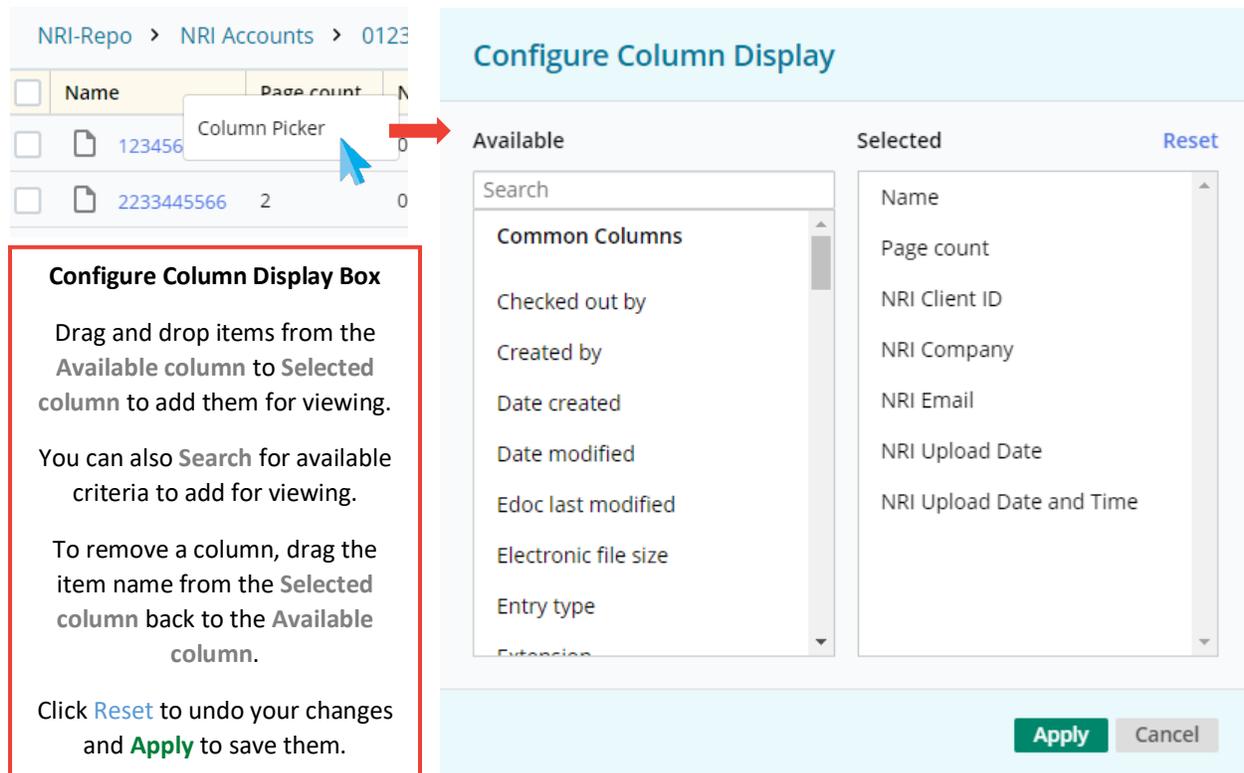
## Bulk Downloading Your Documents

To bulk download multiple files or an entire folder in one action, select the desired folder/files and right-click on any selected item. Click “[Download Selected Entries.](#)” Please note that single entries download as a PDF document while folders will download as zipped files.



## Customizing Your Detail Columns

Right-clicking on a column and selecting “Column Picker” will allow you to customize your columns to add or remove details when viewing folders.



**Configure Column Display Box**

Drag and drop items from the **Available** column to **Selected** column to add them for viewing.

You can also **Search** for available criteria to add for viewing.

To remove a column, drag the item name from the **Selected** column back to the **Available** column.

Click **Reset** to undo your changes and **Apply** to save them.

NRI-Repo > NRI Accounts > 0123

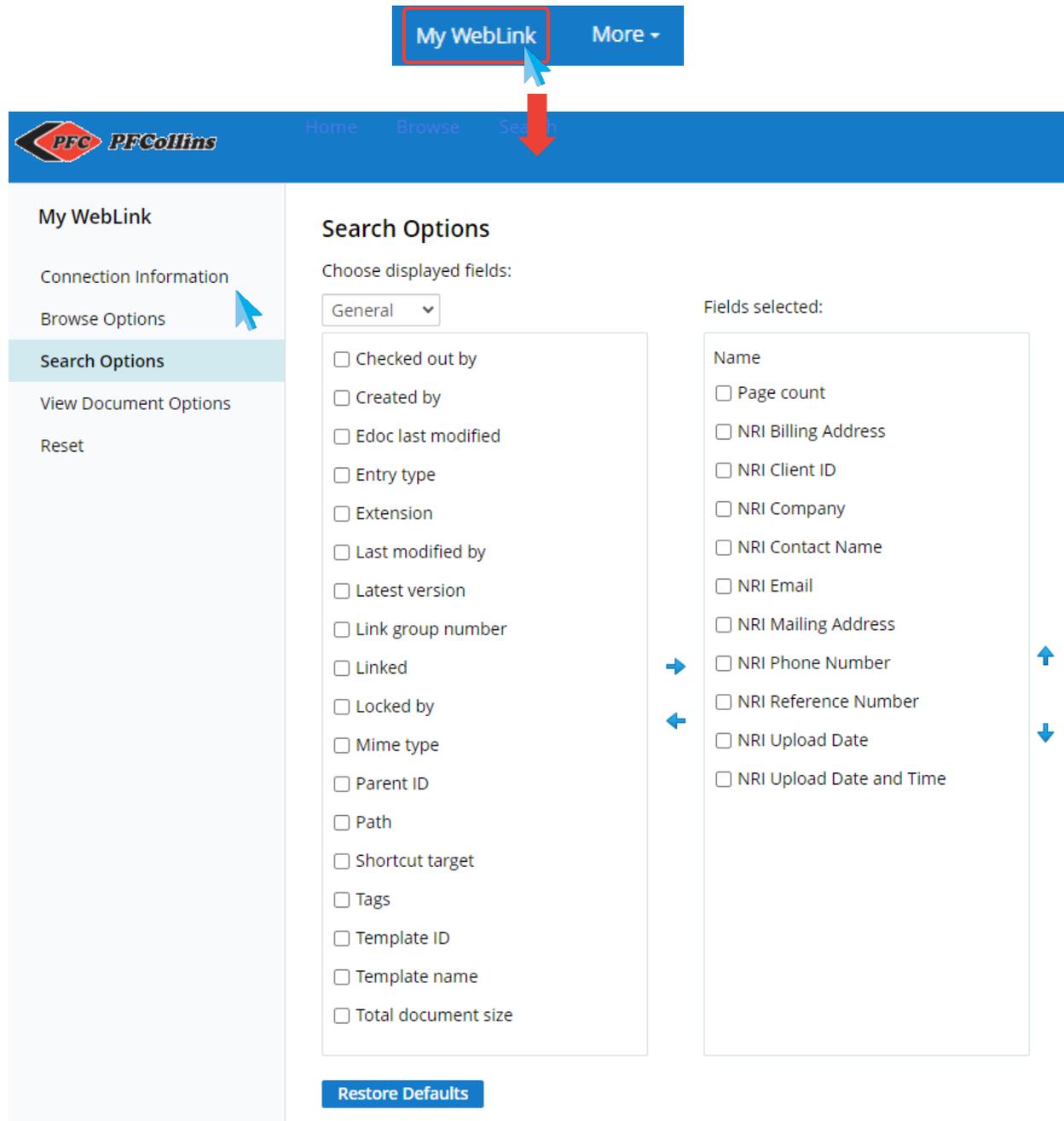
<input type="checkbox"/>	Name	Page count
<input type="checkbox"/>	123456	0
<input type="checkbox"/>	2233445566	2

### Configure Column Display

Available	Selected
<input type="text" value="Search"/> <b>Common Columns</b> Checked out by Created by Date created Date modified Edoc last modified Electronic file size Entry type Extension	<input type="text" value="Name"/> Page count NRI Client ID NRI Company NRI Email NRI Upload Date NRI Upload Date and Time

## Customizing The My Weblink Portal

To customize your portal, including changing your browsing options, rearranging columns, or performing advanced searches, click **My Weblink** located in the upper-right corner of the portal.



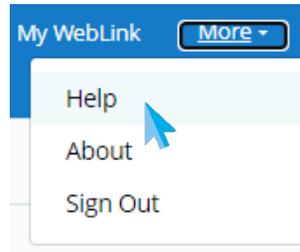
The screenshot shows the 'My Weblink' button in the top right corner, highlighted with a red box and a blue arrow. Below it, the 'Search Options' panel is visible. The panel has a sidebar on the left with options: 'My Weblink', 'Connection Information', 'Browse Options', 'Search Options' (highlighted), 'View Document Options', and 'Reset'. The main area is titled 'Search Options' and contains a 'Choose displayed fields:' section with a 'General' dropdown menu. Below this is a list of 20 fields with checkboxes: 'Checked out by', 'Created by', 'Edoc last modified', 'Entry type', 'Extension', 'Last modified by', 'Latest version', 'Link group number', 'Linked', 'Locked by', 'Mime type', 'Parent ID', 'Path', 'Shortcut target', 'Tags', 'Template ID', 'Template name', and 'Total document size'. To the right is a 'Fields selected:' section with a list of 10 fields: 'Name', 'Page count', 'NRI Billing Address', 'NRI Client ID', 'NRI Company', 'NRI Contact Name', 'NRI Email', 'NRI Mailing Address', 'NRI Phone Number', and 'NRI Reference Number'. Blue arrows indicate that 'Linked' and 'NRI Reference Number' are being moved between the two lists. A 'Restore Defaults' button is at the bottom of the panel.

Here you can also change your password by clicking **Connection Information** and selecting **Change Password**.

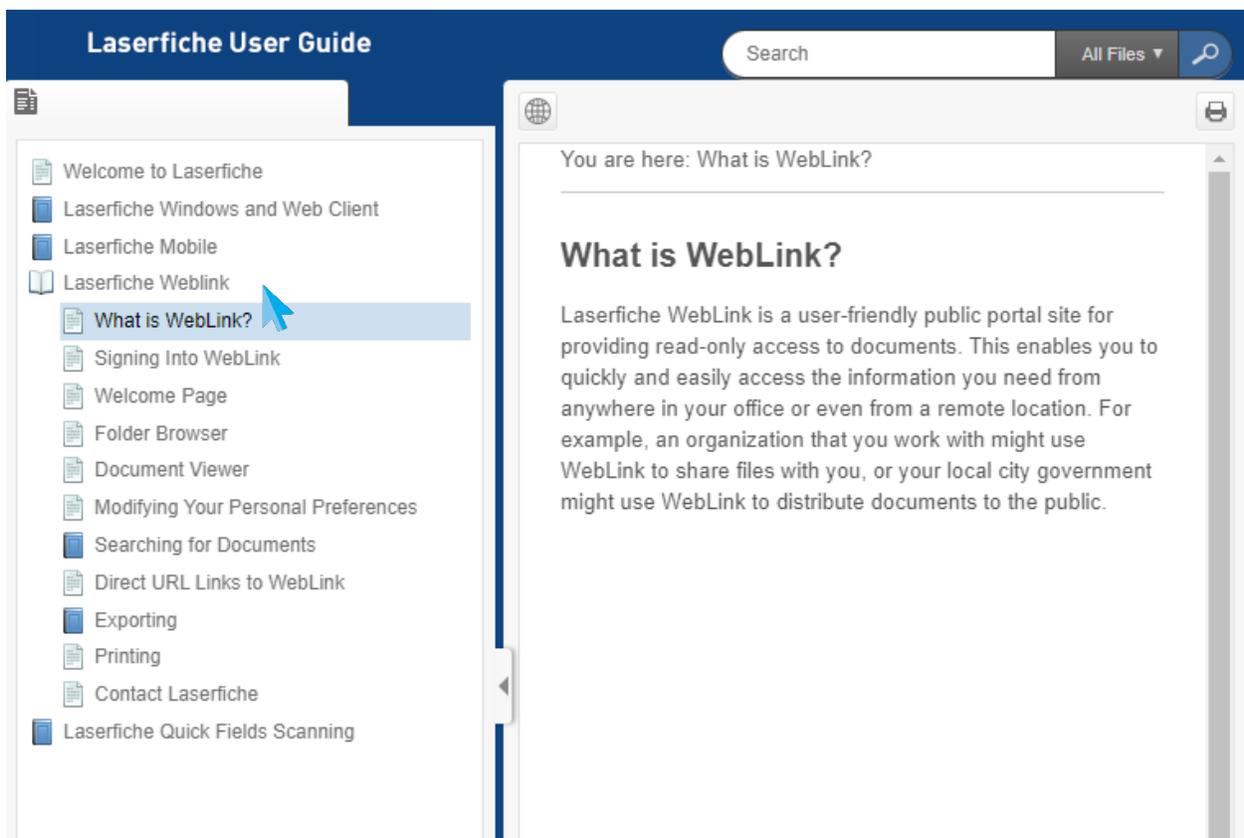
## Help With the My WebLink Client Portal

Additional information on the PFC My WebLink Client Portal including how to use the above options as well as other helpful tips and guides can be found in the **Laserfiche User Guide**.

To view this guide, click **More** in the upper-right corner of the portal and select **Help**.



The **Laserfiche User Guide** will open in a new browser window and display the different help articles under **Laserfiche WebLink** on the left navigation pane.



## Payments & Billing

### PFC Customer Billing Portal

PF Collin's Billing Portal is powered by Stripe and can be found here

Or by typing: <https://billing.pfcollins.com/>

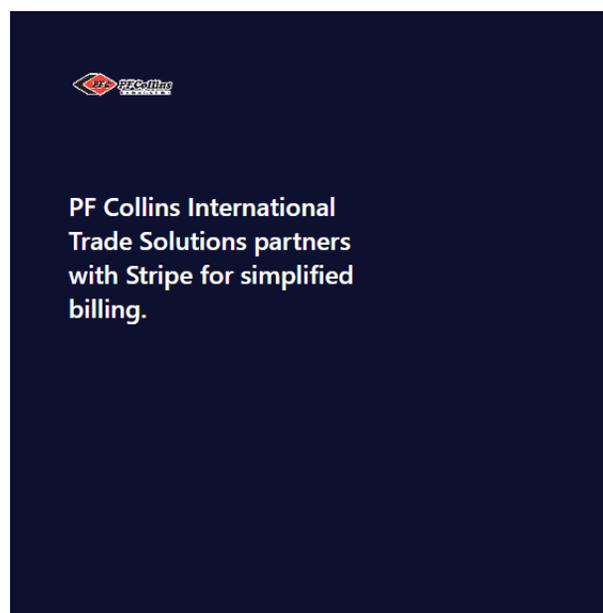
[Billing Portal](#)

You can also find this portal on our website located at [www.pfcollins.com](http://www.pfcollins.com)  
Under Resources → Resource Centre → Online Tools: [Customer Billing Portal](#)

PF Collins' NRI Record-Keeping Service is charged on a **subscription-based basis**. Once you have uploaded your first documents, you will be automatically enrolled in the base plan subscription for the service. Your subscription will be charged monthly beginning on the day you enroll with the service.

### Accessing Your Customer Portal

Once the portal browser has been opened, you will be prompted to enter the email address associated with your account (this will be the same email you used to submit your documents through the NRI Document Upload Form). Once entered, click Send to have a link to your customer portal sent directly to your email. This is how you will access the portal in the future as well.



### Log in to manage your account

Enter your email and we will send you a link directly to your customer portal.

Email

[Send](#)



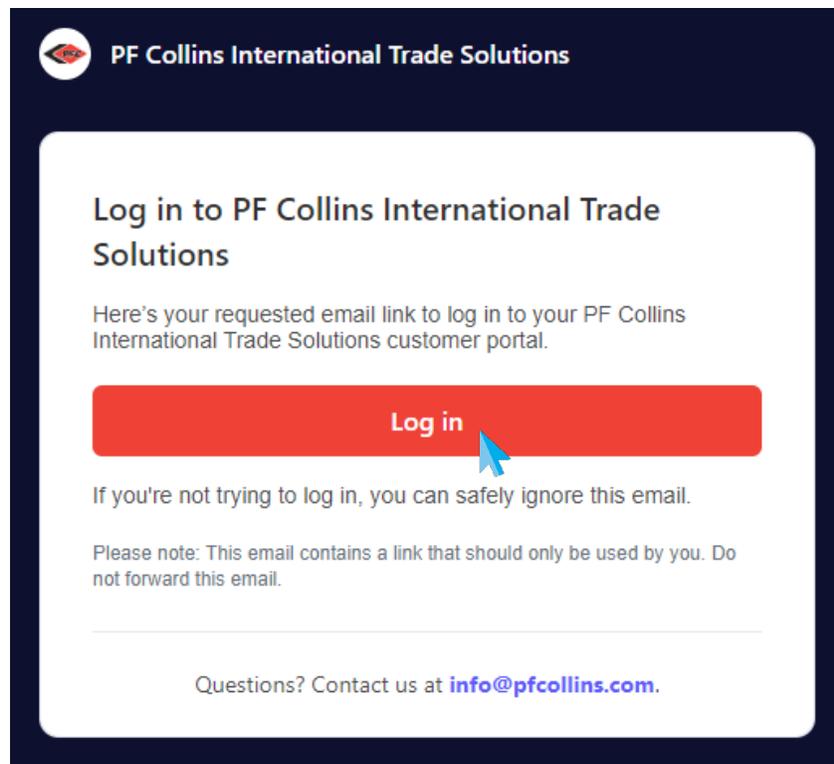
## Check your email for your login link

If example@pfcollins.com is active with PF Collins International Trade Solutions, you'll receive a link. The link will be active for 30 minutes.

[Use a different email](#)

Need support? Contact us at [info@pfcollins.com](mailto:info@pfcollins.com) for assistance.

Please allow a few minutes for the link to be delivered to your email. Once you receive the link, it will be active for 30 minutes.



In your email, click the **Log in** button to open your customer account within the billing portal. If your link has expired, you will be prompted to re-enter your email address to receive a new login link.

## Setting Up Your Payments

To set up your payments, please first click **Update information** under Billing Information to add/update your billing information.

### CURRENT PLAN

 Trial ends Apr 18

P.F. Collins - NRI Document Upload

[Update plan](#)

[View details](#) 

After your free trial ends on April 18, 2024, this plan will continue automatically.

### PAYMENT METHOD

No payment method.

[+ Add payment method](#)

### BILLING INFORMATION

Name PF Collins Example

 [Update information](#)

### INVOICE HISTORY

Apr 11, 2024 	CA\$0.00	<span>Paid</span>	Trial period for P.F. Collins - NRI Document Upload
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## Billing information

Name

Address

Phone number

Tax ID

+ Add another ID

Fill in the necessary billing information associated with your intended form of payment.

You must select the correct Tax Identification information (country, type) from the dropdown menu and enter your business's individual Tax ID number.

Save

Click **Save** to save your billing information and return to your main dashboard.

Next, from your dashboard, click **+ Add payment method** under Payment Method to add/update your form of payment. Once added, click **Add** to save your payment information.

## Add payment method

Card number

1234 1234 1234 1234 

Expiration CVC

MM / YY CVC 

Country Postal code

Canada  M5T 1T4

By providing your card information, you allow PF Collins International Trade Solutions to charge your card for future payments in accordance with their terms.

**Add** 

### Auto-Billing & Invoicing

Once Billing Information & Payment Method is up to date, you will be automatically charged the subscription price monthly to your selected payment method. An invoice will be automatically emailed to you each month to reflect the amount charged and paid (you will not need to enter the portal each month to check your billing, make payments, or download your invoices unless you need to).

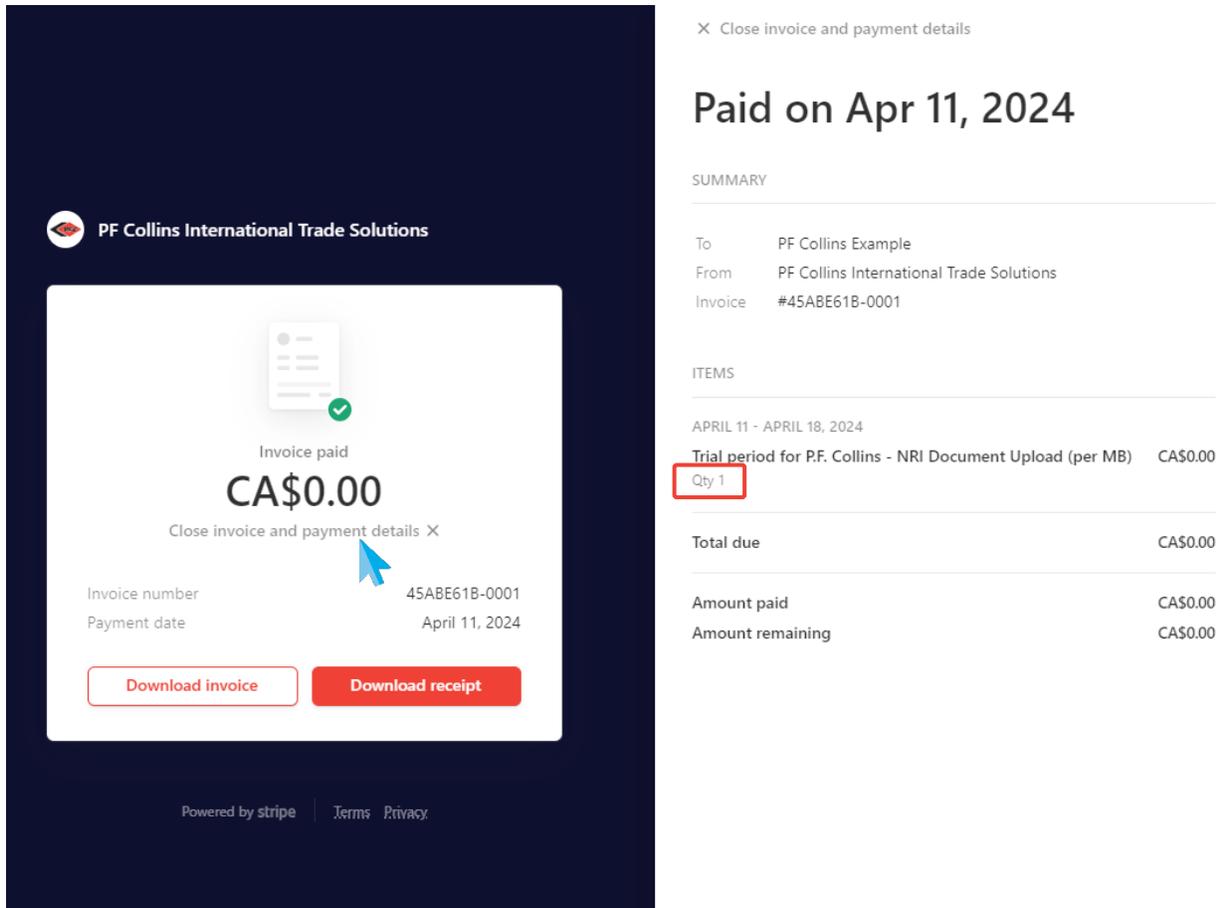
If you would like to see your billing history and download a receipt or invoice, it can be done from the portal dashboard under **Invoice History**. Click the  next to the billing period/invoice you wish to view.

#### INVOICE HISTORY

Apr 11, 2024 	CA\$0.00	<b>Paid</b>	Trial period for P.F. Collins - NRI Document Upload
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In the following browser you can choose to **Download invoice**, **Download receipt**, or **View invoice and payment details**. Selecting View invoice and payment details opens a right-hand menu that displays the invoice details.



The screenshot shows a payment confirmation modal on the left and a detailed invoice summary on the right. The modal displays 'Invoice paid' for CA\$0.00, with invoice number 45ABE61B-0001 and payment date April 11, 2024. It includes buttons for 'Download invoice' and 'Download receipt'. The right-hand panel shows a 'Paid on Apr 11, 2024' confirmation, followed by a 'SUMMARY' section with 'To: PF Collins Example', 'From: PF Collins International Trade Solutions', and 'Invoice: #45ABE61B-0001'. Below this is an 'ITEMS' section for the period 'APRIL 11 - APRIL 18, 2024', listing 'Trial period for P.F. Collins - NRI Document Upload (per MB)' with a quantity of 1 (circled in red) and a value of CA\$0.00. A 'Total due' of CA\$0.00 is shown, along with 'Amount paid' and 'Amount remaining' both at CA\$0.00.

The quantity count (circled above) will display how many documents you uploaded per billing cycle (within the last month). On the following page is a sample invoice.

# Invoice



Invoice number 45ABE61B-0001  
Date of issue April 11, 2024  
Date due April 11, 2024

PF Collins International Trade Solutions  
251 East White Hills Rd  
St. John's Newfoundland and Labrador A1A 5X7  
Canada  
+1 709-726-7596  
info@pfcollins.com

Bill to  
PF Collins Example  
example@pfcollins.com

**C\$0.00 due April 11, 2024**

Description	Qty	Unit price (excl. tax)	Amount (excl. tax)
Trial period for P.F. Collins - NRI Document Upload (per MB) Apr 11 – Apr 18, 2024	1	C\$0.00	C\$0.00
Subtotal			C\$0.00
Total			C\$0.00
Amount due			C\$0.00

GST/HST #104171699RT0001

## **Record Maintenance Terms and Conditions**

At a minimum, importers are required to keep, for the period of six years following the importation of the commercial goods, all records that relate to the origin, marking, purchase, importation, costs and value of the commercial goods; payment for the commercial goods; the sale or other disposal of the commercial goods in Canada; and any application for an advance ruling made under section 43.1 of the Customs Act (the Act) in respect of the commercial goods.

### **Availability for Inspection and Delivery**

The records referred to in sections 2 and 3 of the Regulations shall be kept in such a manner as to enable a Canada Broker Services Agency “CBSA” officer to perform detailed audits and verifications to obtain, or verify the information upon which a determination of the amount of the duties paid or payable was made.

In accordance with subsection 43(1) of the Act, the Minister may, for any purpose related to the administration or enforcement of the Act, **require from any person the production of any record, book, letter, account, invoice, proof of payment, ledgers, journal entries, statement (financial or otherwise), or other document at a place, and within the time specified therein.**

In addition to granting access to the records, the importer must provide access to key personnel who can deliver explanations on the information provided.

### **Non-compliance**

Where it is determined that an importer has failed to comply with any of the requirements for the maintenance of records, the importer will be requested to fulfill these requirements within a reasonable period of time. If an importer fails to comply with the requirements of record maintenance under subsection 40(1) of the Act, the CBSA may:

- a. assess penalties in accordance with subsection 109.1 of the Act;
- b. detain under the authority of section 41 of the Act, any goods imported by the importer until the importer has complied with the requirements.

Where a person who is required by subsection 40(1) of the Act to keep records, other than a person referred to in section 3.1 of the Regulations, has not kept records or has been required to provide records in accordance with section 43 of the Act and fails to do so, additional steps may be taken, such as denying or withdrawing preferential tariff treatment for the commercial goods that are the subject of those records. In addition, failure to comply with sections 40 or 43 of the Act is an offence, pursuant to subsection 160(1) of the Act.

### **Indemnification and Limitation of Liability**

The importer shall indemnify, hold harmless, and defend P.F. Collins Customs Broker Limited and its officers, directors, and employees (“PF Collins”) against any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including reasonable legal fees, that are awarded against PF Collins (collectively, the “Losses”), arising out of any claim, charge or offence against PF Collins from any third-party, including but not limited to any regulator, in respect of:

- a. the importer's failure to abide by the requirements of the Act or the Regulations.
- b. the importer's breach of these Record Maintenance Terms and Conditions.
- c. any negligence or willful misconduct or more culpable act or omission of the importer (including any reckless misconduct) in connection with the performance of its obligations under the Act, the Regulations, or these Record Maintenance Terms and Conditions; or
- d. PF Collins' inability to abide by the requirements of the Act or the Regulations as a result of the importer's failure to abide by the requirements of the Act or the Regulations, the importer's breach of these Record Maintenance Terms and Conditions, or any negligent or willful misconduct or more culpable act or omission of the importer (including any reckless misconduct) in connection with the performance of its obligations under the Act, the Regulations, or these Record Maintenance Terms and Conditions.

The importer shall not be required to indemnify, hold harmless, and defend PF Collins against any claim (whether direct or indirect) if such claim or corresponding Losses arise or result from, in whole or in part, the gross negligence or willful misconduct of PF Collins or its failure to comply with any of its material obligations to the importer under the Act or the Regulations.

In no event shall the aggregate liability of PF Collins arising out of or related to its services rendered to the importer, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, exceed the total amount paid to PF Collins in relation to its services rendered, and in no event shall PF Collins be liable to the importer for any consequential, indirect, incidental, exemplary, special, or punitive damages whatsoever, including any damages for business interruption, loss of use, revenue, or profit, cost of capital, loss of business opportunity, or loss of goodwill, whether arising out of breach of contract, tort (including negligence), or otherwise, regardless of whether such damages were foreseeable and whether or not the importer was advised of the possibility of such damages.

#### **Additional Information**

For more information, e-mail the CBSA at [cm-go@cbsa-asfc.gc.ca](mailto:cm-go@cbsa-asfc.gc.ca).

CBSA performs audits & verifications in reference to the Transaction Number assigned to the clearance at time of importation. PF Collins is not responsible for the file number you assign within your folders. The file number you assign must be in relation to the Customs clearance Transaction number and this file number must be shown on all the original importation documentation in order to collate.

A separate unique file must be created per clearance Transaction. Files cannot be renamed.

***Best practice is to use the Customs Clearance Transaction Number as your file number.***

PF Collins is not responsible for the validity of any of the documents. The importer is fully responsible as outlined in the Record Maintenance Regulations for downloading, reproducing, filing setup, and providing the key personnel who can deliver explanations on the information provided.

By creating a file with PF Collins and authorizing PF Collins for Record Maintenance, you have acknowledged and accepted these Terms and Conditions.