



Memorandum

To: Commercial Stakeholders
From: CBSA
Subject: Commercial Systems Outage

On Sunday, September 28, 2025, following a planned systems maintenance update, the CBSA hit a problem that shut down its primary border processing systems (ACROSS, Single Window, eManifest and Commercial Exports). While the problem has been resolved, the fall-out continues to impact operations.

The systems are processing the backlog of electronic messages and we are catching up; as we continue to move toward normal business, you can expect to see an increasing number of shipments being cleared electronically using regular clearance procedures.

CBSA Systems Outage Contingency Plan procedures will remain in effect for commercial goods arriving where the electronic message (Single Window Declaration or eManifest) is **not** on file. We expect this to be the exception as we move into the weekend.

Communications to commercial stakeholders will continue over the coming days, updating you on the progress on mitigating the backlogs.

This incident was not the result of a cyber attack – it occurred following a planned systems maintenance event. Furthermore, this incident did not directly impact the CBSA Assessment and Revenue Management (CARM) system.

We know the problems that a situation like this creates and appreciate your continued support in managing the situation collaboratively with us.