



10/16/2021

Hi Everyone!

Finally some good news! With the border closure coming to an end on November 8th, we wanted to express our heartfelt appreciation for all of you who have remained loyal customers throughout this pandemic. We know there are many questions and concerns about the reopening of CBI.

Please see below for details...

TEMPORARY HOURS:

Due to the pandemic, our Country is dealing with nationwide staff shortages. At CBI we have lost most of our workers (and that is a huge loss of experience that can't be replaced quickly), and we are finding it very difficult to find help right now. Because of this, we will have temporary limited hours. ***Monday through Friday 10am to 2PM (no Saturday's until we are fully staffed again).***

PACKAGE PICK UP:

We have figured out a way for you to pick up your packages without creating extremely long lines and a congested lobby. We do not want to create an unsafe situation due to the pandemic still ongoing. To keep the lobby safe, **you will only be able to pick up your packages if you schedule an appointment** ahead of time through our [tracking website](#). See the last couple of pages for screenshots of how to select your packages for pickup and make an appointment.

The system will automatically limit the number of people in the lobby at any one time. This will make the pickup process fast, efficient and a more pleasant experience, as we will be able to have your packages already pre-pulled and ready to go.

Please, don't worry if you get held up on the bridge, we can be flexible and know that your packages will still be here waiting for you as long as you are able to get to CBI before closing at 2PM.

Please do not come without a scheduled appointment as we will have to turn you away.

In the initial days after the border reopening the possibility exists that all the pickup slots will be taken. So we would ask you to hold off on coming until you find an opening. The system will automatically show you the next 16 days that we have open appointments.

WE WILL TURN ON THE APPOINTMENT SYSTEM AND YOU CAN PICK YOUR TIME AND DAY BEGINNING THURSDAY, NOVEMBER 4TH. FIRST AVAILABLE PICK UP BEING MONDAY, NOVEMBER 8TH. ALL SCHEDULING MUST BE DONE THROUGH THE WEBSITE. WE ARE NOT ABLE TO TAKE EMAIL SCHEDULING REQUESTS.

MONTHLY FEES:

Many of you are in a position where you have older packages and as a result are having to pay monthly storage, and are anxious to get your packages to avoid paying any more fees. We realize that by limiting the number of people for pickups it could make it more difficult to get a desired day and time slot. With that in mind we are going to add an additional 123 days of free Covid storage on each of your non-liquidated packages effective today.

Revised 10/29/2021: Skids or other very large items that require payment of DAILY storage fees will not receive this extra 123 days of free storage due to the room they take up in the warehouse.

This way you don't need to panic about getting to CBI right away to avoid paying storage fees. By adding these additional days you will not have to worry about the months of November, December and January. Fees will start being added back on to your packages starting February 1st but would not be due until March 1st (as you are paying the fees for the prior month).

CHRISTMAS ORDERING:

We realize everyone is very anxious to start on-line shopping again. But due to storage space constraints and staff shortages and some uncertainty around the procedures involved in crossing the border (i.e. will tests be required?) we would ask you to please keep your ordering to a minimum. Also keep in mind that UPS, FEDEX and USPS are all short on staff as well, so even if the products are available they may not get delivered on time.

Please know that we would love to go back to "normal" if we could, but the pandemic has created a situation that makes it impossible to go back to regular hours right now. We will do so as soon as we can. In the meantime, we can't thank you all enough for helping us through this crazy time. We are looking forward to seeing all of our Canadian friends again!

Dave and Annette

Instructions on how to schedule a pickup appointment. The system will allow you to pick your time and day beginning Thursday, November 4th. First available pick up begins Monday, November 8th. The next 16 days of open appointments will show.

So visit <https://tracking.cbiusa.com> and enter you initials followed by your PBM # and your password (which is typically your postal code)

If you have forgotten your login information you can enter your email address in the third box down and click the “Email My Account Info” and you will receive an automated email with your login and password.

The screenshot shows a web browser window with the address bar displaying <https://tracking.cbiusa.com>. The page content is as follows:

- Login Section:** A grey header box contains the text "If you have an account with CBI please log In". Below it are two input fields: "Login:" with the value "CN1234" and "Password:" with masked characters "*****". A "Login" button is positioned to the right of the password field.
- Search Section:** A grey header box contains the text "Mailbox (PMB) number not on the package but want to see if your package has arrived at CBI and is ready for pickup?". Below it is an input field labeled "Enter your tracking number:" and a "Search for my package" button.
- Forgot Password Section:** A grey header box contains the text "Forgot your username and password? We can email the information to you!". Below it is an input field labeled "Enter your email address:" and an "Email My Account Info" button.
- Notice Section:** A yellow-bordered box contains the following text:

NOTICE: Please remember that storage fees apply on all packages that are not picked up within 180 days of package delivery.

*Did you know, Email notifications are available? To turn the feature on please log in to your account. Then click on the My Account Option at the top of the page. Verify we have your correct email address and then pick if you wish to receive an email every hour when new packages arrive or a daily summary sent after 9:30 PM if we receive any packages for you.

Click the checkboxes next to the packages you wish to pick up and click the Request Pickup button at the bottom.

CBI Tracking System x +

https://tracking.cbiousa.com

Welcome Back Customer_CN1234 (My Account)

Packages That Have Not Been Picked Up

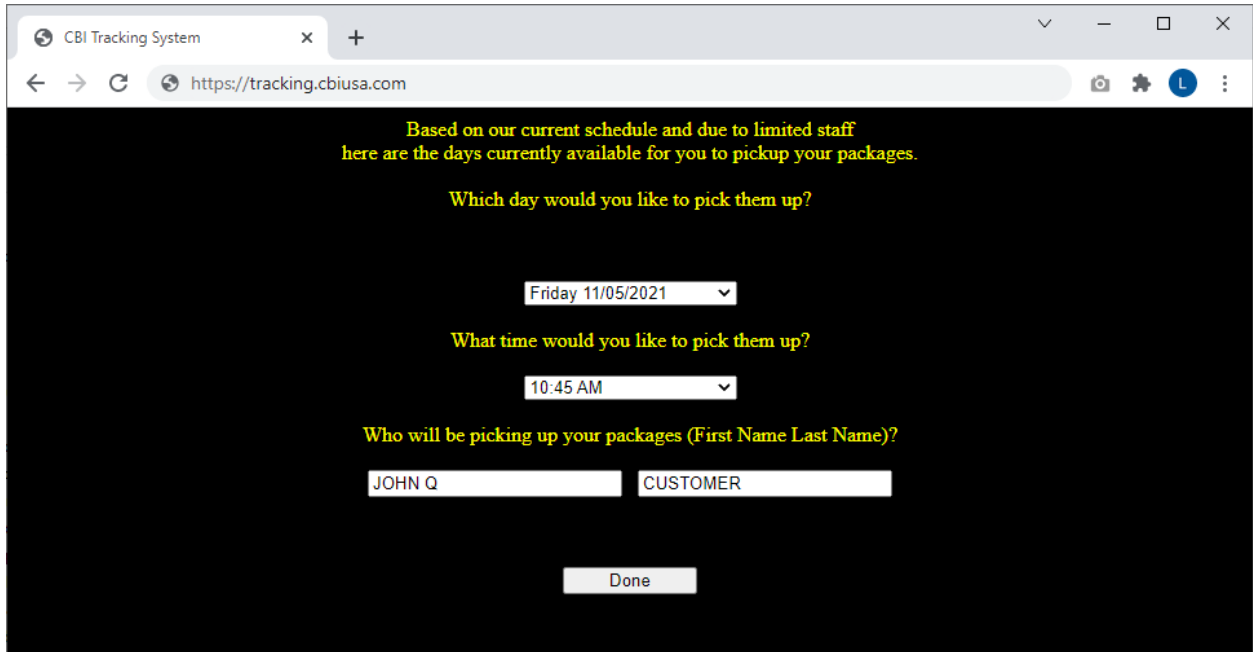
You have no storage payments due at this time.

Select	Date your package was received at CBI	Number of days your package has been at CBI so far	# of free days you normally receive	# of Extra days we are giving you due to COVID. (Free COVID Days will stop on 12/31/2020)	# of extra days you have already paid for	Days of storage owed if you picked up your package today	Daily storage fee Amount	Storage fee due if you picked up your package today (plus sales tax)	Date Storage Fees Start	Storage Fees For Last Month That Must Be Paid Before The 15th To Avoid Liquidation Of Your Package	Tracking N
<input checked="" type="checkbox"/>	10/13/2021	1	180	0	0	0	\$0.15	\$0.00	04/11/2022	\$0.00	9622001900000618023
<input checked="" type="checkbox"/>	10/13/2021	1	180	0	0	0	\$0.15	\$0.00	04/11/2022	\$0.00	9622001900000618023
<input checked="" type="checkbox"/>	10/13/2021	1	180	0	0	0	\$0.15	\$0.00	04/11/2022	\$0.00	9622001900000618023
<input checked="" type="checkbox"/>	10/13/2021	1	180	0	0	0	\$0.15	\$0.00	04/11/2022	\$0.00	9622001900000618023
<input type="checkbox"/>	10/13/2021	1	180	0	0	0	\$0.15	\$0.00	04/11/2022	\$0.00	9622001900000618023
<input type="checkbox"/>	10/4/2021	10	180	0	0	0	\$0.15	\$0.00	04/02/2022	\$0.00	9622001900000223623

Request Pickup

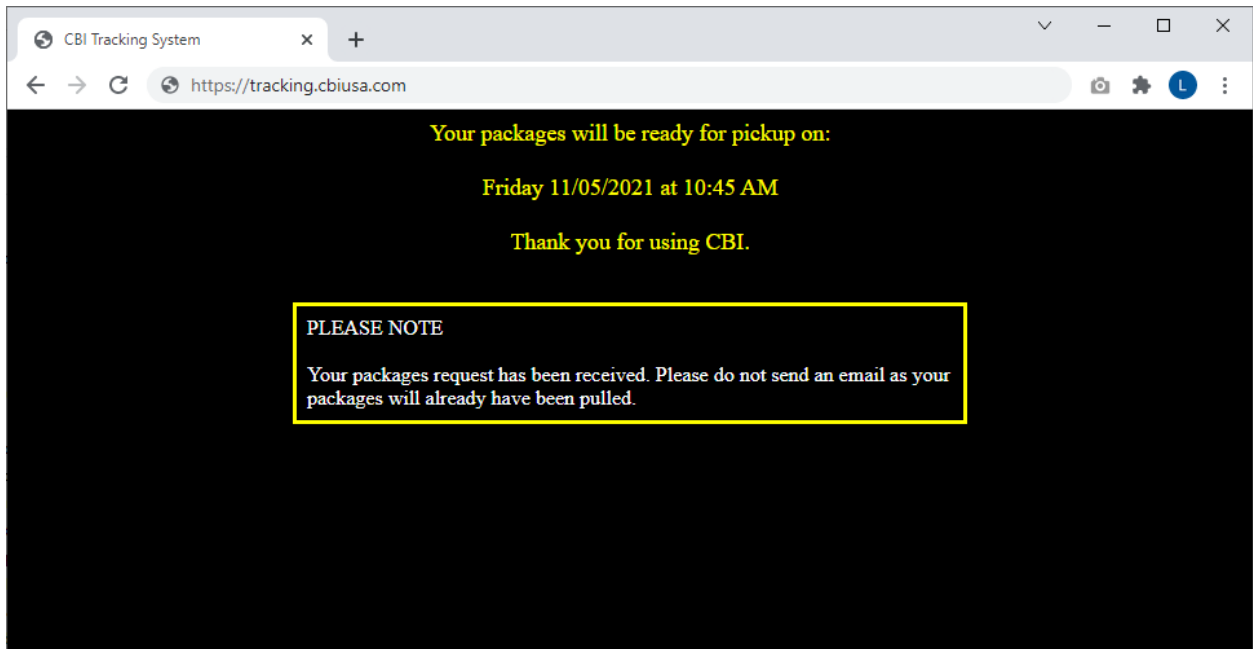
Please liquidate the packages I selected. I do not want them anymore!

Select one of the available pickup days, pickup time and enter the name of the person that will be actually picking up the packages. You can, have someone else pickup for your account. They will need to show ID at the time of pickup and it will have to match the name you entered.



The screenshot shows a web browser window with the URL <https://tracking.cbiousa.com>. The page has a black background with yellow text. It displays a message: "Based on our current schedule and due to limited staff here are the days currently available for you to pickup your packages." Below this, it asks "Which day would you like to pick them up?" with a dropdown menu showing "Friday 11/05/2021". The next question is "What time would you like to pick them up?" with a dropdown menu showing "10:45 AM". The final question is "Who will be picking up your packages (First Name Last Name)?" with two input fields: "JOHN Q" and "CUSTOMER". A "Done" button is located at the bottom center.

You will receive a confirmation screen that looks like this:



The screenshot shows a web browser window with the URL <https://tracking.cbiousa.com>. The page has a black background with yellow text. It displays a confirmation message: "Your packages will be ready for pickup on: Friday 11/05/2021 at 10:45 AM. Thank you for using CBI." Below this, there is a yellow-bordered box containing the text: "PLEASE NOTE Your packages request has been received. Please do not send an email as your packages will already have been pulled."

Reminder: You must have scheduled a pickup otherwise you will be turned away.