
Accessing account information

E-services

CWB agents can access farmers' cash advance account information through E-services on the CWB Web site.

E-advances will enable farmers and CWB agents to:

- view cash advance account balances and transaction details on-line;
- project interest amounts owing and create cash payment scenarios; and
- recalculate the account balance with a payment the CWB has not yet received (in-transit payment).

If your company has not yet signed up for e-services, please call your head office to ask when you will receive access.

Interactive Voice Response (IVR)

Advance account balances are also available through the CWB's Business Centre. Using a touchtone phone, you can access account balances through the IVR system 24 hours a day by calling **1-800-275-4292**. Callers with rotary dial phones are referred to a CWB representative.

The IVR service offers the following information to both grain company representatives and individual farmers:

- the current cash advance balance (separate balances are provided for accounts under ESCAP and AMPA);
- the per diem interest (if applicable);
- a reference number; and
- the last five refunds applied to the account.

IVR system access

Callers to 1-800-275-4292 will be offered a menu of options which will include the option to press 3 for Self Service. From this point, callers will be prompted to press 2 for IVR.

- You can access the information by providing a nine-digit delivery point code and the farmer's 10-digit identification (ID) number.
- Information may be requested for an unlimited number of accounts during one phone call by pressing the number two (2) key to enter each new ID number. To speak to a Business Centre Representative, press the zero (0) key at any time during the call.

Note: if you enter a wrong delivery point code or ID number, you are asked to re-enter the information. If after two attempts the correct information has not been entered, the call is transferred to a CWB representative.

- Farmers need to provide their 10-digit permit ID number and their PIN.

When checking the account balance of an interested party, use the interested party ID number (full 10 digits) and not the permit book number.

An advance account transferred due to a change in the farming operation remains in our system under the original ID number. Both ID numbers should be checked to ensure all advances have been repaid.

If the applicant's farming operation has changed, contact the CWB at 1-800-275-4292. Hours of operation: 7 a.m. to 6 p.m. Central time.

AAFC Ottawa Corporate
Management Branch
Account Receivable Unit
1st floor
885 Meadowlands Dr.
Ottawa ON K1A 0C5
1-800-282-6249
Hours of operation:
7 a.m. to 5 p.m. E.S.T.

For your convenience,
leave a message
and your call will
be returned.

What the IVR system does not provide

The IVR cannot provide advance account information if:

- one is inquiring about a farmer's eligibility to apply for an advance. For example, even though a farmer's advance has been repaid, the farmer may still be ineligible due to related producer appearances, late payment of a defaulted advance or three defaults under AMPA, SCAP or ESCAP. This information can be obtained from the CWB or E-services.
- the account is in legal, judgement or bankruptcy status. The call is transferred directly to a CWB Cash Advance Services representative.
- the account has been transferred to Agriculture and Agri-Food Canada (AAFC). The caller is given the AAFC toll-free number (1-800-282-6249). Transferred balances apply to accounts in default where farmers do not have a repayment agreement in good standing with the CWB. To avoid delays and the inconvenience of calling the wrong number to obtain an account balance, please ask the farmer if their account has been transferred. If the farmer has a current delivery permit book, the default sticker attached to the endorsement page of the permit book will identify if the advance has been transferred to AAFC.

Note: the CWB receives weekly account updates from AAFC on transferred accounts. The CWB can provide these updated account balances (which include assessed interest) but not the details on individual account transactions.



Questions? Call the CWB Business Centre

Call the CWB at 1-800-275-4292 if you need assistance completing the cash advance application. Please have the following information available:

- tonnes of wheat, durum, barley and selected barley in storage;
- accepted *Selected Barley Storage and Delivery Contract* numbers, if applicable;
- tonnes to be delivered on an accepted *Selected Barley Storage and Delivery Contract*;
- amount of money received under other *AMPA* programs;
- grain to be:
 - used for seed,
 - fed on farm,
 - delivered to offset the cost of seed purchases;
- total advance payments applied for or received in the 2006-07 crop year by anyone named in the permit book, including any amounts transferred or being transferred from 2005-06 *AMPA* program where default has been stayed;
- tonnes of wheat, durum, barley and selected barley delivered, sold or used on farm for 2006-07 by anyone named in the permit book;
- unpaid balance of any previous 2006-07 advance payments applied for or received by the applicant under the permit book for wheat, durum, barley and selected barley, including any amounts outstanding under the *ESCAP*, *SCAP* and the 2005-06 *AMPA* program where default has been stayed;
- all of the applicant's permit appearances and advances (including those of any related producers);
- if applicable, number of seeded acres under irrigation