

# CWB information services

## Online – [www.cwb.ca](http://www.cwb.ca)

The CWB's Web site provides a range of information about CWB programs and services. The information available online includes:

- Pool Return Outlooks
- delivery calls
- market, weather and transportation reports
- Country Elevator News bulletin
- Producer Payment Options (PPO)
- recent news releases
- links with other agri-business Web sites

## E-services – [www.cwb.ca](http://www.cwb.ca)

To obtain personal farming operation information, click on E-services and enter your user ID and password to access:

- E-contracts
- E-advances

## CWB Business Centre – 1-800-275-4292

Staff can answer your questions about CWB services, prices and marketing activities.

### Hours of operation:

Weekdays between 7:00 a.m. and 6:00 p.m., Central time.

Fax: (204) 983-8031

## CWB Farm Business Representatives (FBRs)

When you have questions about CWB operations in your area, contact your CWB FBR. Because they work in the area where they live, FBRs have a good understanding of the local conditions and can quickly answer your questions. To find the FBR nearest you, check on our Web site at [www.cwb.ca](http://www.cwb.ca).

## Cash advance Interactive Voice Response (IVR) – 1-800-275-4292 Available 24 hours a day, 7 days a week

Using this automated system, you can obtain this cash advance information:

- Cash advance balances
- A reference number for your records
- Per diem interest (if applicable)
- The last five payments applied to the account

## **New!** Producer Payment Options (PPO) IVR – 1-800-718-4033

Available 24 hours a day, 7 days a week

Using this automated system, you can obtain this PPO information:

- Contract numbers
- Contract tonnage
- Early Payment Value (EPV) level (e.g. 90 per cent), if applicable.
- Type of grain
- Outstanding tonnes

## Fax on Demand – 1-800-275-4292

Available 24 hours a day, 7 days a week

Obtain information on these CWB programs and services:

- Pool Return Outlook (PRO)
- Payment information
- Direct deposit and other producer services
- PPO information and sign-up forms
- CWB producer car administration

For additional CWB supplies, send a detailed e-mail with your mailing address to [cwb-elevator-supplies@cwb.ca](mailto:cwb-elevator-supplies@cwb.ca)