



## Storage Fees - Frequently Asked Questions

Last Updated 7/6/2021

We have been getting a large influx of emails regarding storage fees, how to access the tracking page, how to make a payment, etc. To address the most common issues we decided to put together this guide to help you. It is full of screenshots and examples, and we hope you find it helpful.

The common questions we cover in this guide are:

- 1) Why am I receiving emails on the 1<sup>st</sup>, 5<sup>th</sup>, 10<sup>th</sup> and 15<sup>th</sup> of the month telling me that I owe storage fees and is this email legitimate?
- 2) How do I know how much I owe and when do I have to pay?
- 3) How do I log on to the tracking page? What is my username and password?
- 4) I have logged in to the tracking page. How can I tell how much I owe?
- 5) I do not understand how to read the grid with all the package information. Can you please help me to understand what I am looking at?
- 6) How can I pay for my packages? What if I do not have a PayPal account?
- 7) Some of the packages you have for me are very old and as a result, I no longer want them. Can you just get rid of them for me, so I do not have to pay for them?
- 8) I just paid my storage fees with PayPal or my credit card. Why does it still say I owe storage fees?
- 9) Help! I had trouble making the payment in time and now my package shows as liquidated. Is it gone forever?

After reviewing this guide, if you still have unresolved questions or concerns, please email us at [info@cbiusa.com](mailto:info@cbiusa.com) and we will do our best to help you. Please be aware that we get a significant volume of email each day and have very limited staff right now so it may take some time to get back you. But please know we will respond.

Thank you for your business and we look forward to serving you in person when the border finally reopens!

## **1) Why am I receiving emails on the 1<sup>st</sup>, 5<sup>th</sup>, 10<sup>th</sup> and 15<sup>th</sup> of the month telling me that I owe storage fees and is this email legitimate?**

Yes, the email is legitimate. For the past several years CBI has offered free storage if the package was picked up within the first 180 days (approx. 6 months) of being received at CBI. If the package was at CBI longer than 180 days, the customer would typically have to pay \$0.15 per day per package for each day past the first 180 days. After the package was at CBI for 1 year (365 Days) the package would be considered abandoned and CBI would liquidate it and the customer could no longer pick it. But as long as the customer came in before one year we would be able to provide them with the package and they would pay the typical \$5.95 inbound fee and \$0.15 per day per package for all the days the package was at CBI beyond 180 days.

When the pandemic first hit and CBI was forced to shut down on March 19, 2020, many customers became nervous and started to ask about storage fees and since we anticipated the pandemic may only last a few weeks or months we initially offered free storage during the pandemic to help put our customers minds at ease.

However, at the end of 2020 we realized we could not continue this policy indefinitely as our financial resources were being severely strained the financial viability of CBI was starting to be questioned.

So, we decided that we had to end the practice of offering free storage due to covid effective December 31<sup>st</sup>, 2020, and announced that customers would have to start paying the monthly accrued storage. As long as the customer pays for the storage every month, we would store the package at CBI for as long as they would like until they could come and pick them up.

## 2) How do I know how much I owe and when do I have to pay?

You may or may not owe anything for storage as all packages still get 180 days of free storage from the time they were received at CBI. So, if you just shipped something to CBI a month ago, you would not owe any storage fees at this time. However, if you sent something to CBI 6 months ago you may owe for a few days of storage.

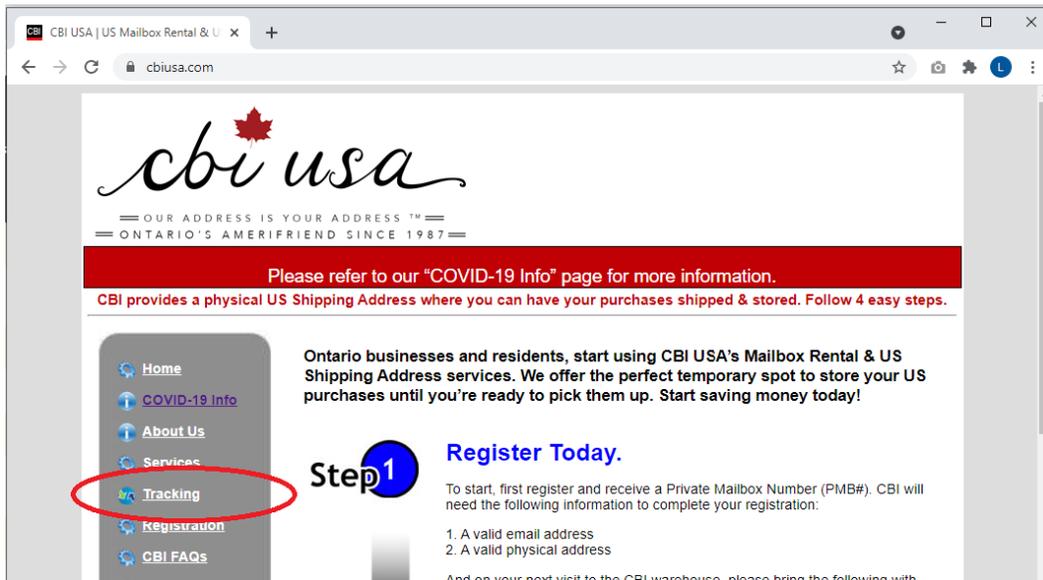
When you do owe for storage fees **you can only pay between the 1<sup>st</sup> and 15<sup>th</sup> of the month**. When you pay between the 1<sup>st</sup> and 15<sup>th</sup> of the month **what you are paying for is the number of days you owe for storage in the prior month**.

At the point that you pay, the website will still show that you owe for additional storage but that is for the current month and you cannot pay for those storage fees until the 1<sup>st</sup> of the next month or at the time you come across the border to pick up your package.

If you receive one of our electronic emails it will detail exactly how much you owe. But even if you do not receive an email you can always go to our website at <https://www.cbiusa.com> and click on the tracking button on the left hand side of the website to get to our tracking page

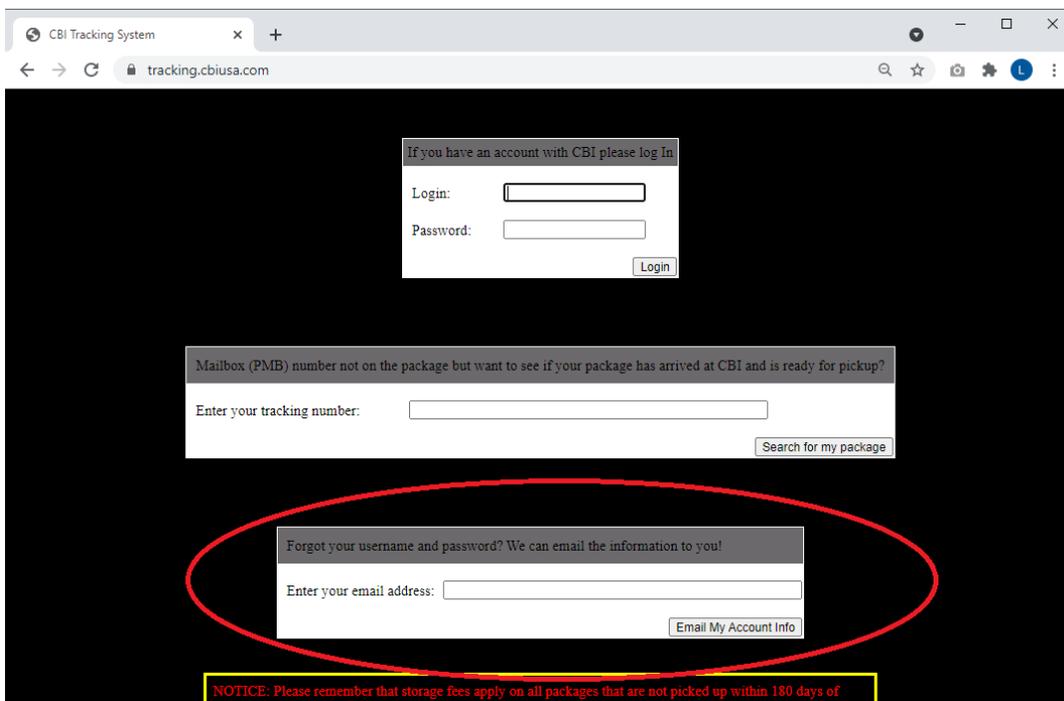
### 3) How do I log on to the tracking page? What is my username and password?

Please visit our website at <https://www.cbiusa.com> and click on the Tracking link on the left hand side of the page:



You will then need to log in to the tracking page using your username and password. Your username is usually the first letter of your first name and the first letter of your last name followed by your PMB number. So say your PMB number is 934122 and your name is Mary Jones your login is probably MJ934122 and your password is typically your Canadian postal code for the home address you registered with.

If you are unsure of either your PMB or your password, simply enter your email address you first registered for our service with, in the forgot your username and password section and we will email you your login information.



#### 4) I have logged in to the tracking page. How can I tell how much I owe?

If you are logging in during the 1<sup>st</sup> – 15<sup>th</sup> of the month when you are able to make payments, you will see a big box with a white border toward the top of the page telling you exactly how much you owe. In this example this customer owes \$13.28

Welcome Back (My Account)

**YOUR ANNUAL DISCOUNT PLAN HAS EXPIRED 401 DAYS AGO.**  
So you will be responsible for paying \$5.95 per package picked up unless you renew your plan. To renew now click the My Account Link.

Packages That Have Not Been Picked Up

You currently owe \$12.30 + \$0.98 tax for a total of \$13.28 for last months storage. These fees must be paid by the 15th. Otherwise all packages with outstanding storage fees will be considered abandoned and will be liquidated. Please note that if you already emailed us asking to ship your older packages you will still need to pay your outstanding storage fees so the packages will not be automatically liquidated by the system. Thank you!

Important: After submitting your payment do not click anything and instead wait for a thank you screen to appear. It can take about 30 seconds.

Powered by PayPal

When picking Debit or Credit Card option you may need to click the American Flag and select Canada if providing a Canadian billing address. You must also check the box that says I confirm that I am of legal age...

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 Number	Received From	Package Notes	Package Picture	Label Picture
<input type="checkbox"/>	10/5/2020	274	180	87	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	126X365E	STUDIO 71			
<input type="checkbox"/>	9/28/2020	281	180	94	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	42014303926				

If you do not owe anything at this time, it will tell you that also by saying You have no storage payments due at this time:

Welcome Back (My Account)

Your Annual Discount Plan is Active. Your rate per package is \$1.80. Your plan will expire on 11/1/2021

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 Number	Received From	Package Notes	Package Picture	Label Picture
--------	---------------------------------------	----------------------------------------------------	-------------------------------------	-------------------------------------------------------------------------------------------	-------------------------------------------	----------------------------------------------------------	--------------------------	----------------------------------------------------------------------	-------------------------	----------------------------------------------------------------------------------------------------	-----------------	---------------	---------------	-----------------	---------------

## 5) I do not understand how to read the grid with all the package information. Can you please help me to understand what I am looking at?

We agree the grid can be confusing but people want to know all the details about their package so was the most comprehensive way to explain everything. Let us take a look at a customer who had packages at CBI before the pandemic started and continued to ship packages to CBI throughout 2020. For simplicity and space, we have removed the last several columns from the picture.

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
<input type="checkbox"/>	10/5/2020	274	180	87	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	1Z6X365EYW002579
<input type="checkbox"/>	9/28/2020	281	180	94	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143039261290989
<input type="checkbox"/>	9/4/2020	305	180	118	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049200190175
<input type="checkbox"/>	9/4/2020	305	180	118	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	040551180056363814
<input type="checkbox"/>	3/20/2020	473	180	286	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	962208686900503255
<input type="checkbox"/>	3/19/2020	474	180	287	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	1Z84W882036164183
<input type="checkbox"/>	2/29/2020	493	180	288	0	25	\$0.15	\$3.75	06/11/2021	\$2.85	420143049361289710
<input type="checkbox"/>	2/29/2020	493	180	288	0	25	\$0.15	\$3.75	06/11/2021	\$2.85	420143049361289710
<input type="checkbox"/>	1/17/2020	536	180	288	32	36	\$0.15	\$5.40	04/29/2021	\$4.50	LP130657003GB

All packages unless they are skids or significantly oversized receive 180 days of free storage as you can see in this column

Point when Border Closed

In this example the current date is July 6th 2021 so if this customer crossed the border and walked in to CBI without yet paying for last months storage fees this column is showing that they would owe for 7 days of storage June 30th and also July 1- July 6th. But that is only if they walked in to the warehouse today. But when it comes to monthly storage fees we only have the customer pay for storage from the prior month. So this customer did not have to start paying storage fee's until 6/29/2021 (can see in red column) so the only day they owe for is June 30th which is why they only owe \$0.15 for this package

Once the customer pays for their monthly storage this red \$0.15 will say \$0.00 and the number of days the customer owes if picked up today will lowe to only 6 days as June was paid for. So they only owe for July 1st - 6th

These packages were all received prior to the border closing they received the full 288 extra days of free covid storage as we do not penalize anyone for the time between March 19th 2020 and December 31st 2020

On May 1st this customer had to pay for 1 day (April 30th) of storage because the free storage ran out on 4/29/2021 (which you can see in the red column)

On June 1st the customer had to pay for 31 days (May 1st - May 31st) of storage

Now on July 1st the customer was responsible for 30 days of storage covering (June 1st - June 30th) 30 days x \$0.15 a day = \$4.50 which you can see in this column

## 6) How can I pay for my packages? What if I do not have a PayPal account?

You can pay for the prior month of storage fees between the 1<sup>st</sup> and 15<sup>th</sup> of the following month. To do that, log in to the tracking page and at the top it will show you exactly how much you owe and will give you options to use PayPal, Pay Later or Debit or Credit Card

You currently owe \$12.30 + \$0.98 tax for a total of \$13.28 for last months storage. These fees must be paid by the 15th. Otherwise all packages with outstanding storage fees will be considered abandoned and will be liquidated. Please note that if you already emailed us asking to ship your older packages you will still need to pay your outstanding storage fees so the packages will not be automatically liquidated by the system. Thank you!

Important: After submitting your payment do not click anything and instead wait for a thank you screen to appear. It can take about 30 seconds.

**PayPal**

**Pay Later**

**Debit or Credit Card**

Powered by **PayPal**

When picking Debit or Credit Card option you may need to click the American Flag and select Canada if providing a Canadian billing address. You must also check the box that says I confirm that I am of legal age...

If you have a paypal account you can simply click on PayPal or Pay Later and use your PayPal account. If you wish to use a credit/debit card simply click on the Debit or Credit Card button. Your credit card will be processed by PayPal and you will receive a receipt at the email address you provide from PayPal but having a PayPal account is NOT a requirement and you do not need to go and setup a PayPal account. Just simply click the “Debit or Credit Card” button and enter all of your credit card information.

**IMPORTANT: If your credit card is billed to a Canadian address you must click on the American Flag and change the country to Canada. Once you do that the Zip Code field will change to Postal Code and you will have a box appear that you must check that says “I confirm that I am of legal age and agree to the PayPal Privacy Statement” which is required by Canadian law. If you do not check this box nothing will happen when you hit the blue Pay Now button. Always wait until the payment fully processes and you receive a confirmation!**

**Debit or Credit Card**

Card number

Expires CSC

Billing address 

First name Last name

ZIP code

Mobile +1

Email

**Pay Now**

Powered by **PayPal**

**Debit or Credit Card**

Card number

Expires CSC 

Billing address

First name Last name

Postal code

Mobile +1

Email

I confirm that I am of legal age and agree to the PayPal [Privacy Statement](#)

**Pay Now**

Powered by **PayPal**

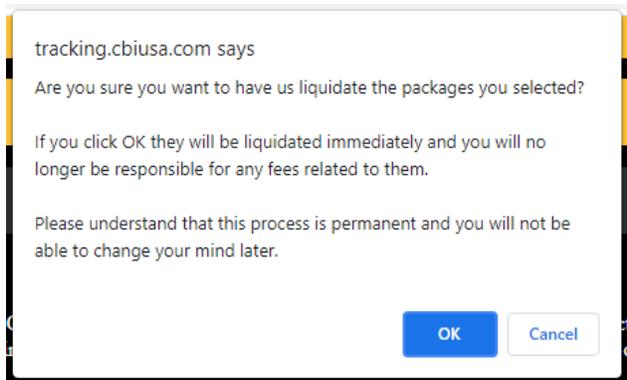
**7) Some of the packages you have for me are very old and as a result, I no longer want them. Can you just get rid of them for me, so I do not have to pay for them?**

Yes, simply log in to the tracking page and click on the box to the left of the packages you no longer want. This will put a checkmark in the box. Once you have selected all of the packages you no longer want please scroll down and press the red button that says "Please liquidate the packages I selected. I do not want them anymore!"

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
<input type="checkbox"/>	2/10/2021	146	180	0	0	0	\$0.15	\$0.00	08/09/2021	\$0.00	420143049274890
<input type="checkbox"/>	6/1/2020	400	180	213	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049361289
<input type="checkbox"/>	5/27/2020	405	180	218	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049374889
<input type="checkbox"/>	5/7/2020	425	180	238	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049374889
<input checked="" type="checkbox"/>	4/24/2020	438	180	251	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049400111
<input type="checkbox"/>	4/24/2020	438	180	251	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049374889
<input checked="" type="checkbox"/>	4/22/2020	440	180	253	0	7	\$0.15	\$1.05	06/29/2021	\$0.15	420143049361289


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

You will get a popup warning message to confirm that you are sure you want us to liquidate them. Once you click OK they will be immediately liquidated and you will no longer be responsible for Inbound Fees, Over Sized Fees, Storage Fees etc. on those particular packages.



**8) I just paid my storage fees with PayPal or my credit card. Why does it still say I owe storage fees?**

Even though the system is saying at the top “You have no storage payment due at this time” some customers are confused because they see a storage fee due listed in the grid. Let’s take a look at an example where a customer just paid for 17 days of storage in the month of June and made the payment on July 1<sup>st</sup>

**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	Tr
<input type="checkbox"/>	3/2/2020	491	180	288	17	6	\$0.15	\$0.90	06/13/2021	\$0.00	962208043000

This column that lists a storage fee is the storage fee you would owe if you came across the border today and walked in to CBI. In this example today is July 6th so you would owe for July 1st - July 6th or 6 days of storage. This amount will continue to go up each day by \$0.15 until we get to the 1st of next month at which point you would be required to pay for it. You are always paying for the prior month of storage

This is the column you need to look at. If this column does not say \$0.00 and you do not pay by the 15th of the month your package would be liquidated

So, the \$0.90 is strictly is due today. But you are always paying for the month prior.

Occasionally something can go wrong with PayPal or our website and a payment that the customer makes does not apply and they log back into the website and the column that should show as \$0.00 like in the example above example still shows a balance.

If this happens, please do not panic. Please close your web browser. Wait a few minutes and log back into the tracking page. If it still shows an amount in the “Storage Fees for Last Month” column please look in your email for the receipt from PayPal, you should get an email receipt from PayPal even if you paid directly with a credit card.

Simply forward that PayPal receipt to us at [info@cbiusa.com](mailto:info@cbiusa.com) and be sure to use a subject like “I paid my storage fee but it still shows I owe” and be sure to include your PMB # and we will research it and make things right.

**9) Help! I had trouble making the payment in time and now my package shows as liquidated. Is it gone forever?**

Please do not panic. We do not dispose of the packages immediately on the 16<sup>th</sup> of the month. The system will automatically mark them as liquidated but they are typically still around for a few days until our staff can get around to pull them off the shelf to make room for new packages coming in as we are totally out of space.

But if this is the first time this has happened to you, we will typically make an exception if it was an honest mistake and we still actually have the package on hand.

Please email us at [info@cbiusa.com](mailto:info@cbiusa.com) with a subject of "Help! My Package was liquidated". Please provide us with your PMB number and a brief description of what happened. We will verify that that we still have your package and unliquidate it for you.

Please know that you are still responsible for the storage fees, so on the first of that next month you will owe for both months. The month you accidentally missed plus the newest month that would now owe for.