



Financial Transactions and
Reports Analysis Centre
of Canada

Centre d'analyse des opérations
et déclarations financières
du Canada

FINTRAC web reporting user guide



Table of Contents

1.	About this Guide	4
1.1	Who should read this guide?	4
1.2	What is the purpose of the guide?	4
2.	FINTRAC web reporting sign in	4
2.1	Information you need to sign in.....	4
2.2	The first time you sign in.....	5
2.3	Password and user ID recovery process	5
2.3.1	Password recovery process.....	5
2.3.2	User ID recovery process	5
2.4	FINTRAC web reporting environments	6
2.4.1	Report to FINTRAC	6
2.4.2	Training reports.....	6
3.	User roles	6
3.1	FINTRAC web reporting administrator.....	6
3.2	FINTRAC web reporting administrator assistant.....	7
3.3	Verification and Submission Officer (VSO).....	7
3.4	Data Entry Officer (DEO)	7
4.	User information.....	8
4.1	Create a user	9
4.2	Modifying a user's profile	11
5.	Location information.....	12
5.1	How to create a location.....	12
5.2	Modifying a location	13
6.	Delegating to a service provider	13
7.	Reporting.....	14
7.1	Create new report or Use template.....	14
7.2	Report template maintenance.....	14
7.2.1	Create a new template	15
7.2.2	Edit or delete an existing template.....	16
7.3	Incomplete reports	16
7.3.1	Incomplete reports not submitted	16

7.3.2 Reports awaiting verification	18
7.3.3 Request a change, view or delete a submitted report	18
7.3.4 Reports returned for further action (RRFA).....	19
8. Large Virtual Currency Transactions Report (LVCTR) upload.....	21
9. How to contact FINTRAC.....	23

1. About this Guide

FINTRAC's online reporting system is called FINTRAC web reporting (F2R). It provides reporting entities with a reliable mechanism to submit reports securely through the Internet and is meant to simplify the reporting of financial transactions.

1.1 Who should read this guide?

This guide has been created for FINTRAC web reporting users and administrators. Some sections of the guide applies to all users, while other sections apply only to the designated FINTRAC web reporting administrator.

1.2 What is the purpose of the guide?

The purpose of this guide is to assist FINTRAC web reporting users in navigating the system. The first time you refer to this document, you should follow the instructions from start to finish in their entirety. As you complete the preliminary activities, you will quickly become comfortable with its processes and procedures.

2. FINTRAC web reporting sign in

This section describes the **Sign in** process for FINTRAC web reporting. Here, you will learn sign in requirements and the procedures to follow if you do not have this information.

This section also covers password requirements, how to change your password, how to recover your password or username, and how to "sign off" from FINTRAC web reporting.

2.1 Information you need to sign in

You can sign into FINTRAC web reporting from this page <https://www6.fintrac-canafe.gc.ca/f2r/secure/>.

You may want to bookmark this page for future use.

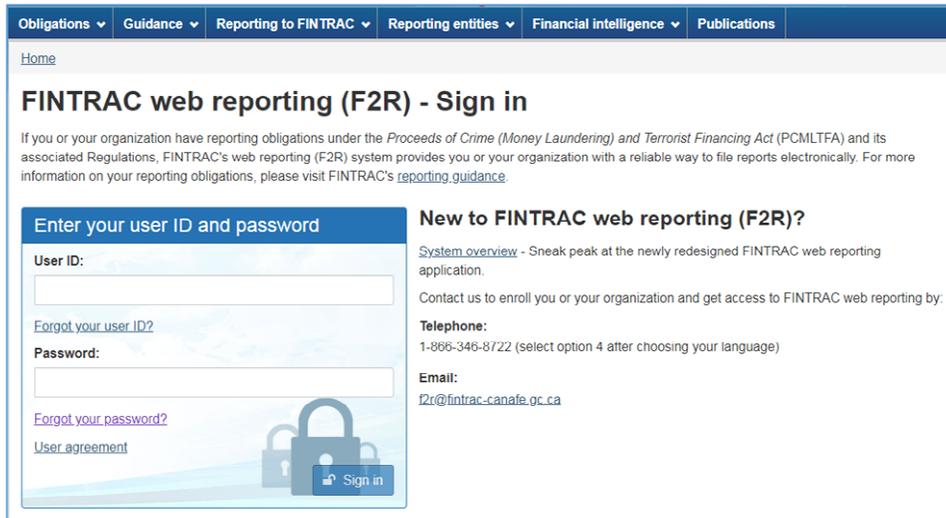


Figure 1—FINTRAC web reporting (F2R) sign in page

When you previously contacted FINTRAC and enrolled in electronic reporting, you received the following information:

- A user ID; and
- A temporary password that must be changed the first time you sign in.

Enter your user ID and password and click on the **Sign in** button.

2.2 The first time you sign in

For your first sign in, you will be directed to read and accept the **User Agreement for FINTRAC Web Reporting**. Please read the agreement.

You will be directed to change your temporary password. Instructions will be provided on the screen to help users change their password.

2.3 Password and user ID recovery process

2.3.1 Password recovery process

If you forget your password, select the **Forgot your password?** hyperlink on the **FINTRAC web reporting system sign in** page. You will be redirected to the **Forgot your password?** page. Once you submit your user ID, a new temporary password will be sent to you by email.

As with your initial sign in, you will need to change this temporary password the first time you use it to sign in. See section 2.2.

2.3.2 User ID recovery process

If you forget your user ID, select the **Forgot your user ID?** hyperlink on the **FINTRAC web reporting system sign in** page. You will be redirected to the **“Forgot your user ID?”** page. Once you submit your email address, your user ID will be sent to you by email.

If you do not receive an email, please contact FINTRAC as described in **Section 8 of this guide—How to Contact FINTRAC**.

2.4 FINTRAC web reporting environments

FINTRAC web reporting features two environments: **Report to FINTRAC** and **Training Reports**.

2.4.1 Report to FINTRAC

All the information you enter in this environment is either saved in FINTRAC web reporting or transmitted to FINTRAC. You can create users, maintain location information, and submit reports to FINTRAC through this environment. When you sign in, you are in the **Report to FINTRAC** environment.

2.4.2 Training reports

This environment allows you to practice using FINTRAC web reporting without submitting any information to FINTRAC. All reporting functions are simulated; the data entered in the **Training Reports** environment **will not** be submitted to FINTRAC. To access the **Training Reports** environment, select the link on the **Home** page.

A yellow warning box at the top of each screen, as pictured in Figure 2, indicates that you are in the **Training Reports** environment.

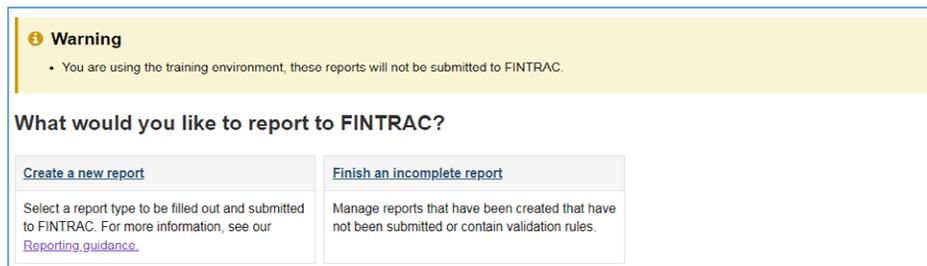


Figure 2—Training reports environment

3. User roles

3.1 FINTRAC web reporting administrator

The FINTRAC web reporting administrator oversees all the users and their FINTRAC web reporting privileges. The person who holds this role is responsible for adding the locations where reportable transactions take place, adding new users and their information, and monitoring the reports returned by FINTRAC for further action (RRFAs). There can only be one administrator per reporting entity.

The FINTRAC web reporting administrator can perform the following tasks:

- Create and deactivate users;
- Assign users one of the following roles:
 - Verification and Submission Officer (VSO),
 - Data Entry Officer (DEO);
- Maintain the reporting entity's location information (for example, branch addresses);
- Create reports and submit them directly to FINTRAC;

- Request that specific reports be returned by FINTRAC for change, and view these reports in the **Incomplete reports** list;
- View all reports in the **Incomplete reports** list, and take action on or assign them for action; and
- Create and modify report templates, including those created by other users.

The FINTRAC web reporting administrator should notify FINTRAC immediately if the role of either the administrator or the administrator assistant needs to be reassigned. Only FINTRAC can modify the administrator and administrator assistant roles.

3.2 FINTRAC web reporting administrator assistant

This role is meant for large reporting entities. The administrator's assistant supports the administrator in his or her administrative responsibilities. This role is assigned by FINTRAC at the request of the reporting entity. There may be up to two (2) administrator assistants per reporting entity.

The administrator's assistant does not have access to reporting functions, but may undertake the following tasks:

- Create and deactivate users;
- Assign users one of the following roles:
 - Verification and submission officer (VSO),
 - Data entry officer (DEO); and
- Maintain the reporting entity's location information.

If an administrator assistant needs to submit reports to FINTRAC, a new user must be created and assigned either the VSO or the DEO role.

3.3 Verification and Submission Officer (VSO)

The VSO is able to create reports, submit reports, approve reports completed by DEOs, create templates, and request that reports be returned by FINTRAC so that changes may be made. The administrator and the administrator's assistant creates this role. A reporting entity can have as many VSOs as required.

VSOs can:

- Update location details, if they have been granted permission to do so;
- Create reports and submit them directly to FINTRAC;
- Create report templates and modify templates that *they* create;
- Request that a report be returned by FINTRAC to make changes, and view these reports in the **Incomplete reports** list; and
- View all reports in the **Incomplete reports** list, and submit or reassign them.

3.4 Data Entry Officer (DEO)

The DEO can key in reports, and send them to the **Incomplete reports** list for a different user's verification. The administrator or the administrator's assistant creates this role. A reporting entity can have as many DEOs as required.

DEOs can:

- Update location details, if they have been granted permission to do so;
- Create reports and send them to the **Incomplete reports** list;
- View their own returned reports in the **Incomplete reports** list (if the reports have been assigned to them by the administrator), and subsequently, action them; and
- View their own reports in the **Incomplete reports** list, and update, change or delete them.

4. User information

The screen in the **Users** area provides information about individual FINTRAC web reporting users.

Only administrators and administrator’s assistants can enter and modify user information. DEOs and VSOs can modify their own information. To access your own information, select **Contact information** under your name.

If you select **Users** from the **Home** page, the **Existing reporting users** screen will be displayed. It features a list of all your organization’s users (Figure 3). The listing includes all users, **active** or **inactive**.

SMITH, JOHN Active		
User ID SMITHJ5	Reporting role Reporting entity administrator	Email address email@email.com
Address 234 MAIN ST, OTTAWA, Ontario, Canada		
<a>Reporting permissions <a>Contact information		
SUR, GIVEN Active		
User ID SURG1	Reporting role Data entry officer	Email address email@email.com
Address 234 MAIN ST, OTTAWA, Ontario, Canada		
<a>Inactivate user <a>Reporting permissions <a>Contact information		
USER, NEW Active		
User ID USERN1	Reporting role Verification and submission officer	Email address email@email.com
Address 234 MAIN ST, OTTAWA, Ontario, Canada		
<a>Inactivate user <a>Reporting permissions <a>Contact information		
<a>+ Create		

Figure 3—Users information

4.1 Create a user

Before adding a new user, consult the user list to make sure that the user does not already exist. If that list is long, type the user's name in the **User filter** name field on the right-hand side, and select **Filter**. All matching users will be displayed.

The **Filter** option only requires a string of a few letters, and features an automatic "wildcard" function. That is, all names that feature the characters entered will be found, regardless of where the characters appear in the name. This feature is useful because it can capture user names with slight spelling variations.

You may also search based on a user's email address or status.

Once you have determined that the user does not already exist, select the **+ Create** option (see Figure 4) at the bottom or at the top of the **Users** screen. This will take you to a blank Create user screen as depicted in Figure 5.

SMITH, JOHN			Active
User ID SMITHJ5	Reporting role Reporting entity administrator	Email address email@email.com	
Address 234 MAIN ST, OTTAWA, Ontario, Canada			
			Reporting permissions Contact information
SUR, GIVEN			Active
User ID SURG1	Reporting role Data entry officer	Email address email@email.com	
Address 234 MAIN ST, OTTAWA, Ontario, Canada			
			Inactivate user Reporting permissions Contact information
USER, NEW			Active
User ID USERN1	Reporting role Verification and submission officer	Email address email@email.com	
Address 234 MAIN ST, OTTAWA, Ontario, Canada			
			Inactivate user Reporting permissions Contact information
			+ Create

Figure 4—Create user button

The screenshot shows a 'Create user' form with the following fields and options:

- User information:** Salutation (dropdown), Given name, Middle name, Surname, Language preference (dropdown), Job title, Telephone number (format: (XXX) XXX-XXXX), Extension, Fax number (format: (XXX) XXX-XXXX), Email address (with a note: 'Please provide a unique email address for each user account.').
- User's address:** Location reference (with a search button 'Select organization location'), Street address (with a search button 'Use main location'), City (with a search button 'Use other location'), Country (dropdown), Province, state or territory (dropdown), Postal or zip code.

At the bottom right, there are buttons for 'Return to list' and 'Create'.

Figure 5—Create user page

The email address that you provide for the user should not be a general or “shared” address, as it will be used to send confidential password information to the user.

If the user’s address is one of the reporting entity’s locations, choose **Select organization location** or **Use main location**. You can also create a new location by selecting **Use other location**.

To assign a role to a user, go to **Reporting permissions** on the left-hand side and select either **Data Entry Officer (DEO)** or **Verification and Submission Officer (VSO)** from the drop-down menu. Once you have selected a role, additional fields will appear.

If the user is responsible for maintaining location (for example, branch) details, indicate this by checking the **User can change location details** box under the **Location maintenance** section.

If you are creating a user profile for a DEO or a VSO, all report types will be listed. Check the box next to each report type to grant the user permission to create such reports. If you select **User can create for data entry**, you must also indicate whether the user can modify or delete submitted reports.

When you have filled out all the user information, select the **Save** button. A message will appear to confirm that the user has been added, with the new user’s user ID, which must be provided to the user. The user will receive a temporary password at the email address provided.

4.2 Modifying a user’s profile

You may alter information in a user’s profile, subject to the same restrictions as those that apply to add a user. Click on **Contact information** and enter the required modifications and select **Save**. The user record will be updated accordingly.

If you need to deactivate a user, select the **Inactivate user** link on the left-hand side menu for that specific user. Similarly, if you need to activate a user that was previously deactivated, select the **Activate user** button.

5. Location information

If you have location maintenance permissions, you can add and maintain locations through the **Locations** section.

For a quick survey of your locations, select **Locations** from the **Home** page. The initial **Locations** screen will be displayed.

The screenshot displays the 'Locations' management interface. At the top, it shows 'Existing reporting locations' with a sub-header '2 location(s) found.' Below this, there are two location entries: 'HEADQUARTERS' and 'ROBIN'. Each entry includes an address, a location identifier, and a status indicator (Active). The 'HEADQUARTERS' entry has the address '252 RIVER ROAD, OTTAWA, Ontario, Canada' and the identifier 'HQ'. The 'ROBIN' entry has the address '152 ROBIN ROAD, OTTAWA, TEST2, American Samoa' and the identifier 'SHORT'. There are buttons for 'Export to Excel', '+ Create', 'Modify location', and 'Inactivate location'. A sidebar on the right contains a 'Location filter' section with a 'Sort By' dropdown set to 'Location Identifier (A to Z)'. Below this are input fields for 'Location name', 'Reporting entity location number', 'City', 'Country', 'Province, state or territory', and 'Postal or zip code'. There are also 'Reset' and 'Filter' buttons at the bottom of the sidebar. At the bottom of the main content area, there are navigation controls: 'Previous page', 'Page 1', '10 Items per page', and 'Next page'.

Figure 6—Locations

If that list is long, enter search criteria such as the location's name, reporting entity location number or city, and then select **Filter** to narrow the search results. All matching locations will be displayed.

The **+ Create** button allows you to add a location to the listing. When you select it, a data entry screen appears (Figure 6).

The **Export to Excel** button allows you to create an Excel spreadsheet listing your locations, which you can view, print or store on a local drive.

5.1 How to create a location

Select the **+ Create** option (see Figure 6). This will take you to a blank **Create location** screen (Figure 7).

Create location

Location information

Reporting entity location number: Location name:

Street address: City:

Country: Province, state or territory: Postal or zip code:

Effective date:

[Return to list](#) [+ Create](#)

Figure 7—Create location

You will be asked to provide a number and name for the new location. **You cannot use a specific location number more than once.** After you have entered all the information about the location, select **+ Create** to add the location to your list. The location will be immediately activated. Only active locations can be used in a report.

5.2 Modifying a location

Select **Modify location** to display the record corresponding to a particular location found through searching (Figure 6).

Make the required modifications to the record and select **Save**. The location record will be updated accordingly.

You may deactivate a location by selecting the **Inactivate location** button. When you deactivate a location, the **Activate location** button becomes available to revert this action. Other information on the screen will be greyed out.

6. Delegating to a service provider

The FINTRAC web reporting system allows service providers who have an agreement with a reporting entity to report transactions to FINTRAC on their behalf. Service providers need to obtain a service provider number before they can be delegated reporting privileges by a reporting entity.

Service providers can obtain a service provider number by contacting FINTRAC or by selecting **Manage service provider relationships> Register as a service provider**. A screen will appear that explains the roles and responsibilities for both the service provider and the reporting entity. After selecting the **I Accept** button at the bottom of that screen, service providers will receive a service provider number and the **Register as a service provider** item will change to **Client maintenance**. Service providers will then need to share their service provider number with the reporting entity they will be reporting for.

The reporting entity must select **Manage service provider relationships> Delegate to a service provider** from the **Home** page. A screen describing the roles and responsibilities of the reporting entity and those of their service provider will appear. The service provider's number should be entered at the bottom of

the screen and the **Designate** button should be clicked. The reporting entity can then select the types of reports it wishes to delegate and select the **Save** button at the bottom of the screen.

The service provider accepts the delegation by selecting **Client maintenance** from the **Manage service provider relationships** section within FINTRAC web reporting, and selecting **Accepting delegation** at the bottom right of the screen. The status of the accepted delegation will change to active and an email will be sent to the reporting entity's administrator to inform them that the service provider has accepted the delegation.

Both the reporting entity and the service provider can change or end the delegation at any time in the **Manage service provider relationships** menu.

7. Reporting

To navigate to the reporting section, select **Report to FINTRAC** from the **Home** page.

7.1 Create new report or Use template

The **Create new report** option allows a user to create a new report. Users will only see the report types to which they have access. The administrator and administrator assistant grant users access to report types in **Users**.

To create a new blank report, select the type of report you want to create from the **Create a new report** page. Service providers that report for more than one reporting entity will also need to select a reporting entity prior to submitting a report.

To create a report from a template, (if templates are available) select a template from the list at the bottom of the section where you can select **Use template**. For more information about the use of templates, see section 7.2.

FINTRAC web reporting provides field-by-field instructions on screen for each report. By selecting the **More on how to** link, you will see instructions on how to complete certain fields.

You progress from one screen to the next by selecting the **Next Part>** button at the bottom of the screen. If you wish to go back to the previous screen, select the **<Previous Part** button.

You can save the report at any point by selecting **Save**. The report will be stored in its current state. No validation will be performed. If the report is incomplete, you can retrieve it from the **Incomplete reports** list.

7.2 Report template maintenance

Templates can be created for certain parts of large cash transaction reports (LCTR), electronic funds transfer reports (EFTR, both incoming and outgoing) and casino disbursement reports (CDR).

Once created, templates are available to all your organization's users who have access to those report types. This means that if a VSO creates an LCTR template, all users that can report LCTRs can use that template. The data included in a template will not undergo validation until the template is used in a report.

To access or create a template, select **Report to FINTRAC > Create a new report**. Scroll to the bottom of the **Create a new report** screen (Figure 8).

Create a new report

For more information, see our [reporting guidance](#).

Select a report type

Create a casino disbursement report

A casino disbursement report (CDR) must be submitted to FINTRAC by a casino when it makes a disbursement of \$10,000 or more in the course of a single transaction, or upon making two or more disbursements totalling \$10,000 or more within 24 consecutive hours on behalf of the same individual or entity.

Create an electronic funds transfer – incoming

An electronic funds transfer report – incoming (EFTI) is submitted to FINTRAC upon a transmission of instructions for the transfer of \$10,000 or more into Canada in a single transaction or in two or more transactions totalling \$10,000 or more made within 24 consecutive hours by or on behalf of the same individual or entity.

Create an electronic funds transfer – outgoing

An electronic funds transfer report – outgoing (EFTO) is submitted to FINTRAC upon a transmission of instructions for the transfer of \$10,000 or more out of Canada in a single transaction or in two or more transactions totalling \$10,000 or more made within 24 consecutive hours by or on behalf of the same individual or entity.

Create a large cash transaction report

A large cash transaction report (LCTR) is submitted to FINTRAC when a reporting entity receives \$10,000 or more in cash in the course of a single transaction, or when it receives two or more cash amounts totalling \$10,000 or more made within 24 consecutive hours by or on behalf of the same individual or entity.

Create a suspicious transaction report

A suspicious transaction report (STR) must be submitted to FINTRAC when you detect a fact that leads you to determine that you have reasonable grounds to suspect that a transaction is related to the commission or attempted commission of a money laundering or terrorist financing offence.

Templates that you created and can be used in reports

3 template(s) found.

[+ Create new template](#)

Report type	Last updated	User ID
LCTR Large cash transaction report (LCTR)	2018-11-06 14:14:30	BOWMANM1

Templates filter

Sort by:

Template name:

User ID:

Figure 8—Templates

You'll find a list of your templates. If that list is too long, use the **Templates filter** by entering the template's name, the report type, or by selecting the user ID of the user who created the template.

7.2.1 Create a new template

If you are the administrator or a VSO, select **+ Create new template**. This will bring you to the Create template screen (see Figure 9). Select a report type for the template and give the template a descriptive name. Once you select the **+ Create** button, the template name cannot be changed.

Create a template

Create a template of common information which can be pre-filled for you to help reduce burden.

[Information about the template](#)

Report type of the template:

Name of the template:

[+ Create](#)

Figure 9—Create a template

You will then be presented with a blank version of certain or all parts of a report. You can complete as much, or as little of the template as you like. Select **Save**. No validation will be done on this template until you use it to submit a report.

If you navigate away from the template while creating it, the template will automatically be saved. You can edit saved templates as explained in section 7.2.2.

7.2.2. Edit or delete an existing template

If you are the FINTRAC web reporting administrator or a VSO, you can edit and delete templates through **Template maintenance**. If you are the administrator, you can modify templates created by any user. If you are a VSO, you can modify the templates that you have created.

To edit an existing template, select **Edit template** at the bottom of the template. This gives you access to the edit the template selected.

To delete a template, select **Delete template**. You will be asked if you are sure that you want to delete the template permanently. Select **Confirm** to delete the template. Select **Cancel** to keep the template.

7.3 Incomplete reports

The **Incomplete reports** list allows you to view and search (using filters) all the reports that you have started, but have not yet submitted to FINTRAC and the reports that you have recalled to make corrections.

7.3.1 Incomplete reports not submitted

If an incomplete report (with the report action of **New**) is not submitted to FINTRAC within 45 days of its creation, the report will no longer be available in the FINTRAC web reporting system, potentially resulting in non-compliance under the Act. In this situation, FINTRAC has never received the report

Finish an incomplete report

Reports that have not been submitted to FINTRAC

5 report(s) found.

Select all

Large cash transaction report (LCTR)

FINTRAC report number 260174781	Reporting entity report reference number	User ID BOWMANM1
Report status Incomplete	Report action New	Last updated 2018-12-18 11:40:40

Select Edit View Assign Delete

Suspicious transaction report (STR)

FINTRAC report number 260165045	Reporting entity report reference number	User ID BOWMANM1
Report status Incomplete	Report action New	Last updated 2018-12-12 10:07:36

Select Edit View Assign Delete

Casino disbursement report (CDR)

FINTRAC report number 260165044	Reporting entity report reference number	User ID BOWMANM1
Report status Incomplete	Report action New	Last updated 2018-12-12 10:07:27

Select Edit View Assign Delete

Incomplete Filter

Sort By:
Lately Updated ▼

User ID:
BOWMAN, MATT (BOWM) ▼

Report types:

CDR
 EETI
 EFTO
 LCTR
 STR

Report status:

Incomplete
 Action required
 Verification

Submit reason:

New
 Change
 RREA

Correction in progress:

Yes
 No

Created date (from):

Figure 10—Incomplete reports

Buttons

1. **Select**—allows the user to select more than one incomplete report;
2. **Edit**—allows the user to edit the incomplete report;
3. **View**—allows the user the view the incomplete report;
4. **Assign**—allows the administrator or the administrator assistant to assign the incomplete report to another user;
5. **Delete**—allows the user to delete the incomplete report. Based on the report’s status, this action might delete the report or delete the incomplete version of the report.

A list of the incomplete reports that were started or recalled over the past 45 days is displayed. If the list is too long, use the **Incomplete Filter** options on the right-hand side.

Initiate the search by selecting the **Filter** button. This will produce a list of incomplete reports that fit the search criteria.

Select a report. You will be able to either edit or delete the report based on your access rights (see Figure 10).

7.3.2 Reports awaiting verification

The **Incomplete reports** list is where all reports completed by DEOs are stored. They must be verified by the administrator or a VSO before they can be submitted to FINTRAC. If a report awaiting verification is not submitted to FINTRAC within 45 days of its creation, the report will no longer be available in the FINTRAC web reporting system, can't be submitted to FINTRAC and could potentially result in non-compliance under the Act.

Select **Verification** in the right-hand menu. This will show the reports awaiting verification as presented in Figure 11. Make sure that **All users** is selected under the **User ID** drop down menu.

The screenshot displays the 'Finish an incomplete report' interface. At the top, it says 'Reports that have not been submitted to FINTRAC' and '1 report(s) found.' A 'Select all' button is visible. The main report shown is a 'Large cash transaction report (LCTR)' with the following details:

FINTRAC report number	Reporting entity report reference number	User ID
300009032		SURG1
Report status	Report action	Last updated
Verification	New	2019-06-05 08:42:50

Below the report are buttons for 'Select', 'Edit', 'View', 'Assign', and 'Cancel'. A 'Create report' button is also present. At the bottom, there are navigation controls: 'Previous page', 'Page 1', '10 Items per page', and 'Next page'.

The right-hand sidebar, titled 'Incomplete Filter', contains the following options:

- Sort by:** Updated date (Newest)
- Client:** REPORTING ENTITY LEG
- User ID:** All Users
- Report types:** CDR, EFTI, EFTO, LCTR, STR
- Report status:** Incomplete, Action required, Verification

Figure 11—Verification screen

If that list is too long, enter search criteria such as a specific date range, or the report type to narrow the search results and select the **Filter** button. You can also search by reporting entity, user ID, FINTRAC report number, or reporting entity report reference number.

You will be able to either edit or delete the reports from this list based on your access rights. To edit the report, select **Edit**. To remove the report permanently, select **Delete**.

When verification is concluded and the report is complete and accurate, you will be in a position to submit it to FINTRAC.

7.3.3 Request a change, view or delete a submitted report

Once you've selected **Report to FINTRAC**, you will be presented with options to view, change or delete a report that has already been submitted to FINTRAC:

- Find a report by the external reference number
- Find a report by its report number

- Find reports by date

No matter the option you select, you will be presented with a screen similar to Figure 12 to search for a report. Enter the report number and select **Find**.



Figure 12—Find a report screen

After selecting **Find**, you will be presented with a screen similar to Figure 10 where you'll be able to **Select, Edit, View, Assign** or **Delete** the report.

If you edit or delete a report, you will be asked to provide:

- The action taken, which will be one of:
 - Change
 - Amended
 - No change
 - Delete
 - Duplicate
 - Submitted in error
- Text explaining the changes you made to the report

7.3.4 Reports returned for further action (RRFA)

Reports submitted to FINTRAC with missing or incorrect information may be returned to the reporting entity for correction. These reports are referred to as “Reports returned for further action (RRFA)”.

When a report is returned for further action, the reporting entity will receive an email from FINTRAC. The email will instruct the user to access the **Incomplete reports** section from the **Report to FINTRAC** section.

If you submit your reports through FINTRAC web reporting, you must make your corrections and resubmit the report through FINTRAC web reporting. If you submit your reports through the batch reporting system and have chosen to make your corrections through FINTRAC web reporting, please use FINTRAC web reporting to resubmit your report. If you have chosen to make corrections through the batch reporting system, you will only be able to view the reports in error.

Reports returned for further action (RRFA)

Each of the reports listed below has been returned for further action because they may contain deficiencies.

Please make the appropriate corrections and resubmit each report by 2019-06-15. You also need to ensure that these corrections are reflected in future reports that you submit to FINTRAC.

If a report is not in error, please provide an explanation in the 'Details Section' when resubmitting the report.

Field-by-field instructions provide clarification on what is required in each field of the report. These instructions are available in our report specific guidelines at <http://www.fintrac-canafe.gc.ca/publications/guide/Guide8A/nseft-eng.asp>.

Information about the request

RRFA number

30469

Report type

EFT report (outgoing) (EFTO)

Due date

2019-06-15

Actionable reports

1

Incomplete reports

0

Reports awaiting verification

0

Reports corrected

0

A summary of reporting issues found by FINTRAC that still need to be resubmitted

▼ This field was not completed, but is required based on the transaction amount.

Submission date	FINTRAC report number	Part	Field	State
2019-06-03	300008996	EFTO.B.5	5. Street address	Action required
2019-06-03	300008996	EFTO.B.6	6. City	Action required
2019-06-03	300008996	EFTO.B.8	8. Province or state	Action required
2019-06-03	300008996	EFTO.B.7	7. Country	Action required
2019-06-03	300008996	EFTO.B.9	9. Postal or zip code	Action required

Figure 13—RRFA

The RRFA summary (Figure 13) displays the reports that have been returned for further action. Each report displays report information such as the FINTRAC number that is assigned to the report, the date the report was submitted to FINTRAC, the field that was identified as including an error, the validation rule number associated to the error (if applicable), and the related error message.

If there is no applicable validation rule, the error will be described and guidance on correcting the error will be provided.

For more information on validation rules, visit our website at <http://www.fintrac-canafe.gc.ca/reporting-declaration/Info/batch-lots-eng.asp#tech> and review the Report Validation Rules section.

When you select the report that was returned for further action, you will notice a message in a blue box at the top of the page. The blue box will identify the specific field that triggered the error and provide guidance on rectifying the data quality issue.

B - Ordering client

Returned for action

- [5. Street address](#): This field was not completed, but is required based on the transaction amount.
- [6. City](#): This field was not completed, but is required based on the transaction amount.
- [7. Country](#): This field was not completed, but is required based on the transaction amount.
- [8. Province or state](#): This field was not completed, but is required based on the transaction amount.
- [9. Postal or zip code](#): This field was not completed, but is required based on the transaction amount.
- [12. Occupation](#): The value entered for the field does not provide what is required.

The client ordering the EFT

1. Full name of entity:

2. Surname:

3. Given name:

4. Other/initial:

Client's full address

5. Street address:

This field was not completed, but is required based on the transaction amount.

6. City:

This field was not completed, but is required based on the transaction amount.

7. Country:

This field was not completed, but is required based on the transaction amount.

8. Province or state:

9. Postal or zip code:

This field was not completed, but is required based on the transaction amount.

Report actions

Next part →

← Previous part

Print report

+ Correct report

Report parts

General information

REPORTING ENTITY LEGAL
NAME INC

A - Transaction

\$15,000 CAD

Figure 14 - RRFA error message

When you have verified and corrected a report, you should validate it. Please note that the changes you have made to the report may trigger new validation rules, which you will also need to address.

When you are ready to resubmit the report to FINTRAC, use the drop-down menu to indicate the actions taken (after the validation of the report). These are:

- Change
 - Amended
 - No change
- Delete
 - Duplicate
 - Submitted in error

You will also be prompted to provide text explaining the changes. These two steps must be completed before the report can be resubmitted to FINTRAC.

8. Large Virtual Currency Transactions Report (LVCTR) upload

The FINTRAC web reporting system was modified in March 2021 to add an upload functionality to allow REs to submit LVCTRs. Accessing this upload page will be done through the **Report to FINTRAC** section in the FINTRAC web reporting system.

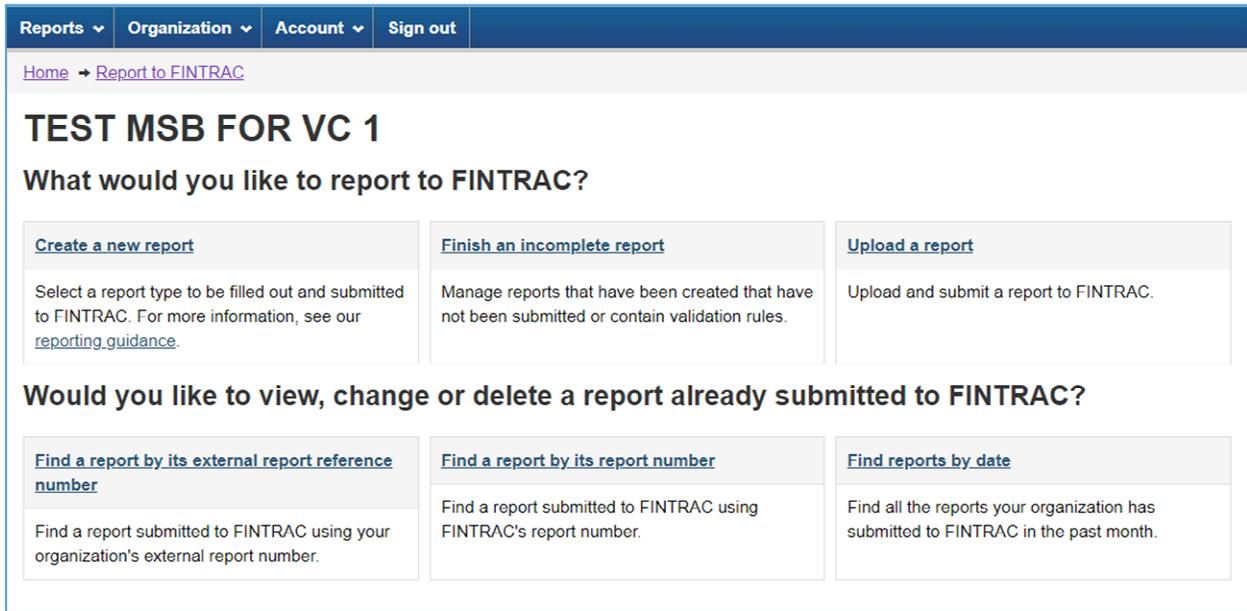


Figure 15 - Accessing the upload functionality

Users will then be presented with the upload page and two options on how to upload the information: cut and paste content or upload a file. Depending on the option chosen, the upload page will look different. See figures 16 and 17 for examples.

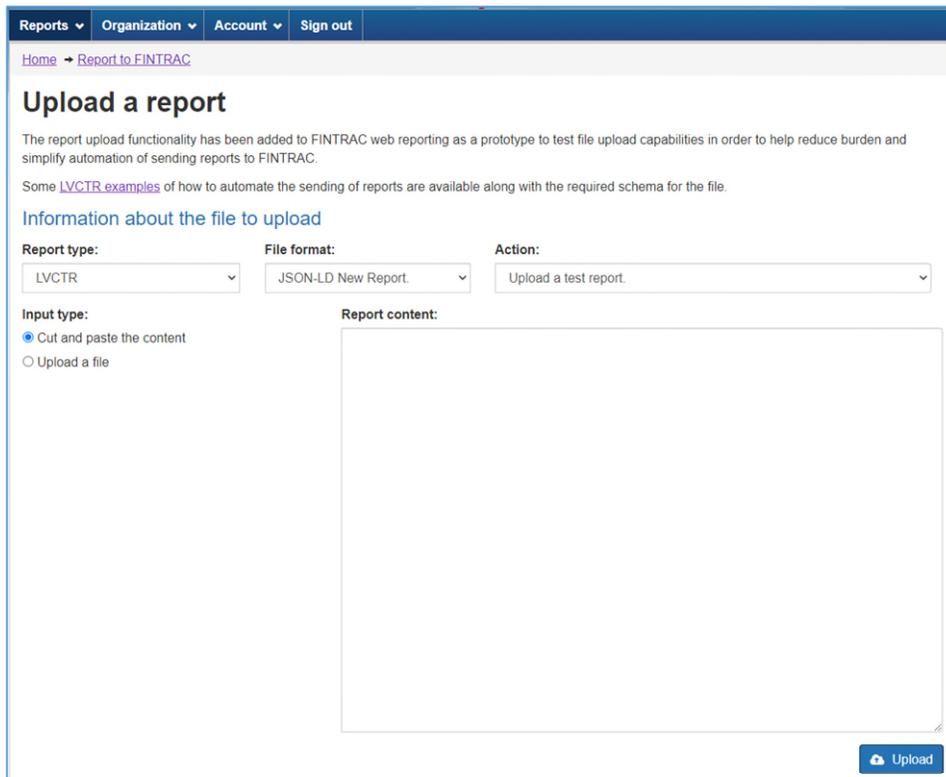


Figure 16 - Cut and paste the content

Reports Organization Account Sign out

Home → Report to FINTRAC

Upload a report

The report upload functionality has been added to FINTRAC web reporting as a prototype to test file upload capabilities in order to help reduce burden and simplify automation of sending reports to FINTRAC.

Some [LVCTR examples](#) of how to automate the sending of reports are available along with the required schema for the file.

Information about the file to upload

Report type: LVCTR

File format: JSON-LD New Report.

Action: Upload a test report.

Input type:

Cut and paste the content

Upload a file

Report file: Choose File No file chosen

Upload

Figure 17 - Upload a file

9. How to contact FINTRAC

If you need FINTRAC's assistance, you can contact us by telephone at 1-866-346-8722, after making the language selection, choose option 4 and ask to be called back by a FINTRAC representative.

You can also reach us by email at f2r@fintrac-canafe.gc.ca for questions about FINTRAC web reporting.