



Canada Border
Services Agency

Agence des services
frontaliers du Canada

CBSA System Outage Contingency Plan – Highway Mode

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Introduction

The *CBSA System Outage Contingency Plan – Highway Mode* sets out the procedures for importing commercial goods that clients, including carriers, brokers/importers and warehouse operators, may follow in the event of a full CBSA system outage in the highway mode. This contingency plan is an alternative to the general procedures for the reporting of goods and/or requesting release of goods in the highway mode.

Full System Outage

A full system outage occurs when clients are not able to transmit release or cargo information using electronic data interchange (EDI) to the CBSA nor receive notifications via the electronic CBSA system Release Notification System (RNS). During a full system outage, CBSA employees are not able to access the Accelerated Commercial Release Operations Support System (ACROSS) to review or process EDI transmissions.

Process Overview – Highway Mode (Non-EDI Carriers)

This document sets out the procedures to follow for the report and release of commercial goods in the highway mode during a CBSA system outage. Where release of the shipment is being sought at the first point of arrival (FPOA), the carrier may present acceptable carrier documentation (see below for more details) along with the 14-digit transaction number. In keeping with current CBSA policy, the carrier should not present an A8A-B cargo control document (CCD) to request the release of a Pre-Arrival Review System (PARS) shipment at the highway border.

For the purposes of this document, acceptable carrier documentation is defined as documentation (two copies) presented by the carrier which must include a bill of lading, waybill, invoice or other documentation (or a combination of these) that provides the following information:

Consignee name and address – Indicate the name and address (excludes postal code) of the person (company) in Canada to whom the goods are being shipped.

Shipper's name and address – Indicate the name and address of the person or firm shipping the goods.

Carrier code/cargo control number (CCN) – This is in accordance with the guidelines outlined in Appendix C of Memorandum D3-1-1, *Policy Respecting the Importation and Transportation of Goods*. The CCN must be in bar-code format.

Transaction number – This number is obtained from the broker/importer. It is preferable that the 14 digit transaction number presented with the carrier documentation be bar coded, however the CBSA will accept handwritten transaction numbers.

Number of packages – Indicate the quantity of goods being reported. If a number of goods are being reported, the number of packages must be TOTALLED.

Description and marks – Give an accurate, concise description of the goods in common trade terms and note any marks imprinted on the package or goods.

Different methods of reporting a shipment are:

- 1 car load containing 75 cases of motor oil on 3 pallets
- 3 pallets containing 75 cases of motor oil
- 75 cases of motor oil on 3 pallets

Weight – Indicate the weight of the shipment in metric or imperial measure. The unit of measure must be noted and the weight must be TOTALLED.

Name of carrier – Indicate the name of the carrier transporting the goods.

Following the presentation of the carrier documentation at either the primary inspection line (PIL) or, where the PIL is not available, in the commercial office, a border services officer (BSO) must be able to render a release decision. When carrier documentation presented to a BSO does not include the required information specified above, including an accurate and concise description of the goods in common trade terms, the driver will be referred to either the front counter or the secondary area for further processing.

After the decision to release the goods, the BSO stamps both copies of the carrier documentation, retaining one copy and returning the second copy to the driver.

Presentation of a transaction number on the carrier documentation for the purposes of obtaining release of the goods during a CBSA system outage is a commitment from the importer/broker to provide interim accounting or final accounting documentation after the system is restored and within the timeframes specified in this document. The interim and final accounting requirements are set out in Memorandum D17-1-5, *Importing Commercial Goods*.

Brokers/importers may still submit a paper copy of a release on minimum documentation (RMD) during a system outage which should include a copy of the EDI Exception Lead Sheet indicating "System Outage".

Note: BSOs have the right to refer any shipment (including requests for more information) to the secondary inspection area for further processing.

Procedures for Release at First Point of Arrival (FPOA)

The carrier arrives at the highway border and presents to the PIL BSO, or where PIL is not available at the customs office, two copies of the carrier documentation including a notation of the 14-digit transaction number.

The BSO reviews the documentation to ensure the information provided is complete.

The BSO determines whether there are requirements from other government departments (OGDs) which may require additional documentation or if goods should be referred.

The BSO makes a release decision based on the carrier documentation presented.

If he or she is satisfied that all requirements have been met and no further processing is required, the BSO applies the CBSA date-stamps to both copies of the carrier documentation.

One copy of the stamped carrier documentation is returned to the driver.

The stamped copy of the carrier documentation serves as:

- proof of report that the requirements of section 12(1) of the *Customs Act* have been satisfied;
- authority for the carrier to deliver goods;
- indication that the responsibility is now with the broker/importer to provide interim release data

The CBSA retains the second copy of the documentation for further processing pending the restoration of the system.

Procedures for Release at Border Frontier When Required Information is Missing

The carrier arrives at the border and does not have all required information needed by a BSO to make a release decision (e.g., does not have the 14-digit transaction number or a second copy of the documentation is missing).

The carrier is directed to the general compound area in order to contact their office or the importer/broker to obtain missing information.

Once the carrier has the required information, the carrier documentation is presented at the front counter area.

The front counter BSO reviews the documentation and makes a release decision.

When the carrier does not have two copies of the documentation and is unable to obtain a second copy, the BSO, if satisfied that the documentation is acceptable and the release decision can be made, allows the carrier to transcribe the information onto a CCD (e.g., consignee, cargo control number, description, etc.). The BSO retains the single copy of the carrier documentation (i.e., bill of lading and the long room copy of the CCD). The BSO stamps the customs delivery authority (CDA) copy of the CCD and provides this to the carrier as their authority to deliver the goods.

If the carrier cannot obtain the missing information required for the release of goods at the border, the carrier may make arrangements with the CBSA to have the goods transported in-bond to an inland sufferance warehouse. The BSO first determines if goods are admissible prior to authorizing any shipment to move in-bond. A non-bonded carrier must post a single trip authorization bond at the Canadian border or be authorized to use the carrier code of a bonded carrier. It is the carrier's responsibility to notify the broker/importer of the change to the release office and sub-location code where the goods are to be moved.

Once the CBSA authorizes the shipment to move in-bond, normal in-bond procedures apply.

Shipments Subject to Other Government Department (OGD) Regulations

Prior to a shipment being released at the border, the BSO will determine if all OGD requirements have been satisfied. This includes presentation of paper permits/certificates. The CBSA does not release shipments that do not have the required permits/certificates or authorization from the OGD. The Agency does not consider the presentation of the 14-digit transaction number to be proof that all OGD

requirements have been met. If the OGD requirement(s) have not been met, this may also affect the decision of the BSO to allow for the in-bond movement of the shipment (i.e., the BSO deems there to be an environmental risk of any nature).

For Canada Food Inspection Agency (CFIA) shipments, the importer/broker may provide the CBSA with a copy of the CFIA *Request for Documentation Review* that has been approved by the CFIA for the release of the goods. The CBSA allows the carrier to present these documents, along with the carrier documentation.

Less Than Truckload (LTL) Carriers (non-EDI)

Participating LTL carriers continue to submit the stack manifest and PARS consist sheet and have the necessary supporting documentation in their possession (i.e., PARS documents faxed to the broker as per current procedures).

A 14-digit transaction number is required for each shipment that is being cleared at the border. It is recommended that the transaction number be referenced in the “comments” field on both the stack manifest and the PARS consist sheet.

Shipments that are moving in-bond do not require a 14-digit transaction number at the FPOA as per current procedures.

The BSO reviews the documentation and makes a release decision, or authorizes the in-bound movement for each shipment.

The BSO stamps both the stack manifest and the PARS consist sheet for each shipment released.

The BSO retains the stack manifest and returns the PARS consist sheet and supporting documentation to the carrier.

EDI-LTL CSA Carriers

As per current procedures, the EDI carrier reports to the CBSA with its cargo lead sheet that contains the conveyance information (that is linked to the cargo details transmitted) along with its Commercial Driver Registration Program (CDRP)/Free and Secure Trade (FAST) card.

For non-Customs Self Assessment (CSA) clearances, the driver must also produce the supporting documentation for each shipment (e.g., bill of lading, manifest, etc.).

Where the carrier is requesting release at the border for non-CSA clearances, each copy of the supporting documentation must include a 14-digit transaction number supplied by the importer/broker.

The BSO reviews the documentation and makes a release, authorizes to move, or authorizes to deliver decision for each shipment.

Where the goods are released or authorized to deliver, the BSO stamps each copy of the supporting documentation. Where goods have been authorized to move in-bond, the BSO stamps the reverse side of the CCD.

The supporting documentation is returned to the carrier as their authority to deliver the goods or move in-bond.

The BSO retains the cargo lead sheet for later verification by the CBSA that all goods have been properly accounted for by the importer/broker.

EDI carriers are required to transmit cargo data once the system is functioning. The CBSA follows up with verifying that the data has been transmitted.

CSA Shipments – Non-EDI Carriers

As per current procedures, the carrier reports by presenting the importer number, carrier code and CDRP/FAST card.

The BSO notes the importer number, carrier code and driver's CDRP/FAST card barcode number. If no examination is required, the driver will be authorized to deliver the goods.

When system functionality returns, the BSO enters the information into the system.

Goods Delivered to Warehouse

The importer, broker or warehouse operator presents the long room and customs delivery authority copy of the CCD to the inland customs commercial office. The CCD must include the importer/broker 14-digit transaction number. Additional supporting documentation may be required (e.g., copy of invoice) to ensure all information requirements set out in the Process Overview – Highway Mode section of this document are met. A CCD includes A8A -B, housebill or abstract.

The inland commercial BSO reviews the documentation and makes a release decision.

If the goods are released, the BSO stamps the customs delivery authority copy of the CCD.

The CBSA retains the long room copy of the documentation for further processing pending the restoration of the system.

Responsibility for the accounting of the shipment is now transferred to the broker.

The warehouse operator releases the shipment from their warehouse for delivery to the client.

Post Conditions

Once system problems have been resolved, the Electronic Commerce Unit notifies clients that the CBSA system is now functioning. The CBSA continues processing shipments as per contingency procedures for a period of three hours or until system backlogs have been cleared.

Electronic release requests are deemed "arrived" by CBSA using the retained documentation presented at the time of release. The CBSA follows up with the broker as the primary source if there is an error or no release request is on file. The CBSA expects all release requests and cargo/conveyance transmissions

(for EDI LTL carriers – SO 547 – EDI Hwy Conv and SO 539 – EDI Hwy CGO) to be transmitted electronically within 24 hours of the CBSA system returning to full capacity (excluding statutory holidays and weekends).

For shipments that were manually released during an outage, brokers may use a PARS service option when transmitting the release data when the system is functioning again.

Once the electronic release requests have been processed by the CBSA, RNS clients receive an electronic release notification.

If the warehouse operator receives a “referred for exam” notice for a shipment that was previously manually released, the CBSA requests that, if the shipment is still in their warehouse, the warehouse operator holds the shipment for examination.

Exceptions: Release requests that under normal circumstances (i.e. system functioning) would require the release request to be submitted in paper format must be presented as such even during a CBSA system outage. Examples of releases that do not qualify for release procedures covered by these contingency plan procedures include: shipments that are subject to OGD requirements, including presentation of paper permits/certificates; overages; shortages; value-included, etc.

For more information, clients may send their requests to: **release-mainlevee@cbsa-asfc.gc.ca**

Glossary of Terms

ACROSS	Accelerated Commercial Release Operations Support System
BCCC	Border Commercial Consultative Committee
BSO	border services officer
CBSA	Canada Border Service Agency
CCD	cargo control document
CCN	cargo control number
CDRP	Commercial Driver Registration Program
CFIA	Canadian Food Inspection Agency
CSA	Customs Self-Assessment
ECU	Electronic Commerce Unit
EDI	electronic data interchange
FAST	Free and Secure Trade
FPOA	first point of arrival
HWY	Highway
LTL	less than truckload
PARS	Pre-Arrival Review System
RNS	Release Notification System
OGD(s)	other government department(s)
PIL	primary inspection line
RMD	release on minimum documentation
SO	service option