



# Broker/Importer Summary Outage Sheet (SOS)

***This is a summary sheet only. For full detailed procedures, please contact TCCU (888-957-7224 [tccu-ustcc@cbsa-asfc.gc.ca](mailto:tccu-ustcc@cbsa-asfc.gc.ca)) to obtain a copy of the complete CBSA System Outage Contingency Plan***

Purpose: Release procedures during an outage for Importers and brokers

Outage Scenarios: Full CBSA system and EDI outages, EDI inbound and outbound messaging outages, Client planned and unplanned outages, Direct Connect, VAN and Customs Internet Gateway (CIG) outages, blackouts, brown outs and delays in EDI processing.

Pre-border:

1. Continue to send electronic release requests, i.e. PARS, OGD PARS, etc... Assume they are correct and advise carrier of transaction number
2. For Client unplanned outages, notify the TCCU as soon as known (888-957-7224). Ensure the TCCU is kept updated on the status of the outage every four (4) hours.
3. Where the participants' electronic proprietary system fails and/or becomes unavailable, the participant will revert to a paper release request with the "systems outage" box checked on the EDI Exception Sheet (D17-1-4)

For Release at FPOA:

1. Present paper release request/package to CBSA for manual review/decision. Prior to presentation/release all Other Government Department (OGD) Regulations must be satisfied. This includes presentation of paper permits/certificates. Obtain CBSA stamp for release. NOTE: This does apply in the highway mode.
2. For a client unplanned system outage, the client will present a paper release request with the "Systems Outage" box checked on an EDI Exception Lead sheet, as per paragraph 41 of D17-1-4. Prior to presentation/release all Other Government Department (OGD) Regulations must be satisfied. This includes presentation of paper permits/certificates. BSOs may request a paper copy of the release request in order to obtain point of finality for further processing or examination purposes.
3. In the highway mode, brokers will provide the highway carrier with the 14 digit transaction number for presentation at the FPOA.

For Release Inland

1. Present paper release requests/packages to CBSA for manual review/decision. All Other Government Department (OGD) Regulations must be satisfied prior to an in-bond movement of cargo. This includes presentation of paper permits/certificates. Obtain CBSA stamp for release
2. For a client unplanned system outage, the client will present a paper release request with the "Systems Outage" box checked on an EDI Exception Lead sheet, as per paragraph 41 of D17-1-4. Prior to presentation/release all Other Government Department (OGD) Regulations must be satisfied. This includes presentation of paper permits/certificates.
3. CBSA will stamp a paper copy of CCD for proof of release, until the outage is resolved.
4. Present paper entries for both PARS/ RMDs electronically submitted but not released indicating electronically filed; submit paper RMDs for entries not previously submitted electronically

Post-arrival:

1. Submit all trade documents processed via the contingency process electronically, once the outage is resolved
2. Ensure carrier has electronic responses for all cargo, conveyance and arrival messaging and resend for those that are missing
3. Correct any electronic errors or rejects after the outage is over
4. Retain all stamped paper documents presented during the outage for audit purposes