**Information for carriers with Canadian bound loads**

October 1, 2020

Over the last couple years considerable changes have taken place within Canada Border Services Agency (CBSA) that could result in border clearance delays for truck carriers.

CBSA, along with major government agencies involved with the importation of goods into Canada, switched to a new operating system. This represents the largest wholesale system change in CBSA’s history.

**How does this affect the Customs clearance at the Canadian border?**

Additional data and documents

The new operating system requires customs brokers and importers to provide many more data elements than before. Besides the additional pieces of information, CBSA and the government agencies may require specific documents scanned and sent as attachments.

Government service levels

If the goods imported involve the Canadian Food Inspection Agency, the CFIA has a posted service level of **4 hours**.

The end result is, between the time required by the customs broker, CBSA and any other government agencies associated with a specific clearance, **6 or 7 hours** prior notice may be needed in order to gain a “PARS Accepted” status.

**Suggested tips for carriers**

1. Send PARS requests as far in advance as possible. At a minimum, have the PARS request sent to Farrow from the point where the load picks up.
2. For short hauls (less than 5 hours to the border), consider having the shipper send the PARS request to Farrow before the goods are loaded into the trailer (i.e. for a shipment picked up the following morning, have the doc’s forwarded to Farrow the night before)
3. Use the Farrow PARS tracker app to stay updated on the CBSA PARS acceptance status - <https://tracking.farrow.com/pars.html>
4. In addition to the Customs paperwork (B/L, CCI (or Confirmation of Sale for produce), and any other required documents needed for Customs) remember that the broker needs to know the following information from the carrier: **PARS number, Canadian port of entry, accurate border ETA, and carrier contact details (driver’s name / cell #).**

Thank you for your cooperation.