**Shortages SOP**

* You will receive an email requesting shortage paper work with attached Bill of Lading and Commercial invoice
* Copy the PARS from the BOL to Border Connect, clear the dates then search, click into the trip then click into the PARS
* Open your shortage template (Shortage letter template OG) and should be straight forward, RE: is the PARS number, TFS this can be found in border connect, your next blank is your number of pieces that are shortage, the following blank is the border of crossing either Emerson, MB or Sarnia, ON. Previous CCN: is your PARS, Importer: is the company doing shortage for e.g. AGCO Corporation, New Flyer Industries, Advance Tank Production LTD.
* The rest is straightforward, save and now Shortage letter is completed. You can always reference a previous shortage letter.
* Open your A8A form with Adobe Acrobat, to complete this form you will need:
* Acquittal No. = Transaction/entry number
* US Port of exit: 3401: Pembina, ND OR 3802: Port Huron, MI
* Manifest from: 0502: Emerson, MB OR 0440: SARNIA, ON
* To-A: 0502: Emerson, MB OR 0440: SARNIA, ON
* Consignee Name and address
* Shipper Name and address
* Carrier Code: 22T0
* Cargo Control No. = New Cargo control number (PREVIOUS CCN + X1)
* Previous Cargo Controls number
* No. of packages = on commercial invoice
* Item description = on commercial invoice
* Weight = on commercial invoice
* Location of goods = port of crossing
* Name of carrier: FRONTIER SUPPLY CHAIN SOLUTIONS, INC-FAX:2047844803
* Conveyance identification = NEW TRIP NUMBER, TRUCK# AND TRAILER #

This information can be found in Border Connect, Southboundlinehaul plan, and today’s plan from Itasca. You can always reference previous A8A forms.

* Once you have completed the form click File on top left then print, on the dialog box select “Microsoft Print to PDF” and save the PDF
* Now you can reply to the email with the Shortage letter and A8A form attached.