



Short –Shipped Goods

Customs Brokerage Series (Canada)



What are short-shipped goods?

- Short-shipped goods are reported when the quantity of goods originally reported to the CBSA is different from that received by the importer or customs broker. There are two shortage situations:
 - ETA
 - VI
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ETA: Entered to Arrive

- Short-shipped goods are documented on an Entered to Arrive (ETA) release request when the total number of packages originally reported does not match the number of packages received by the consignee or importer.

Example: 1 skid (40 cartons) was reported to CBSA on a pre-arrival (PARS) entry. Upon arrival in Canada, it was discovered the skid was 1 carton short. When the missing carton is shipped, an ETA entry is required to be presented upon arrival at the FPOA.

FPOA = First Port of Arrival





VI: Value Included

- Short-shipped goods are documented on a Value Included (VI) release request when the number of articles originally reported as contained in a package does not match the contents.



Example: 1 carton containing 50 articles is reported to CBSA and accounted for. Upon arrival, the consignee discovers that the carton is short 10 articles. When the missing articles are shipped a VI entry is required to be presented at the FPOA.



ETA & VI exceptions:

- Goods cannot be released under ETA and VI release options when:
 - the importer or customs broker is aware that the entire quantity of the goods reported on the invoice will not be in the shipment when it arrives in Canada
 - the border services officer finds that the quantity reported does not match the quantity found during examination of the goods
 - the goods are reported to be on back-order
 - the goods are bonded warehouse shortages
 - In these cases, only the goods that were actually shipped will be documented on the RMD package. The remaining goods will be processed separately when they arrive in Canada.
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Reporting short-shipped goods

- ETA and VI shipments must be presented as **paper release requests only**, regardless of the service option used for the original release request.





Documentation requirements for ETA entry

- one copy of the documentation supporting the claim for the shortage, e.g., a shipping order or letter from the shipper, vendor or manufacturer indicating that the goods were not shipped
 - one copy of a new CCD showing the number of pieces short-shipped with a reference to the CCN of the original shipment in the description field
 - two copies of the invoices covering the original shipment. This invoice should contain the following information:
 - importer BN;
 - transaction number of the original shipment;
 - notation "ETA Shortage;"
 - indication of which goods were short-shipped; and
 - original CBSA release office
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Documentation requirements for VI entry

- two copies of the original documentation supporting the claim for the shortage
 - one copy of a new CCD showing the number of pieces short-shipped, with a reference to the CCN of the original shipment in the description field
 - two copies of an invoice containing an accurate description of the short-shipped goods. This invoice should contain the following information:
 - importer/exporter account number or BN of the importer;
 - transaction number of the original shipment (a new transaction number is not acceptable);
 - a notation "VI shortage;"
 - name of the original CBSA release office; and
 - invoice page and line number for the original transaction relating to the short-shipped goods
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Sample shortage letter

May 12, 2022

To: Canada Border Services Agency

REF: 3959549994524

The entire shipment for the above referenced CCN was previously declared on conveyance 4062000219567. We have discovered part of the freight was not physically loaded on the trailer. This has been reported as a partial shortage at our destination Service Center. The balance of the shipment is now arrived on the above referenced CCN.

- Previous CCN: 3959192661512
- Shipper: Baldwin Filters
- Original Transaction: 12237310333145
- Number of Pieces to Clear Shortage: 1 Skid @ 175 LBS

If there are any questions about this shipment, please contact XPO Logistics at 204-336-9487.

Savy Tieng
Less-Than-Truckload
Acting Inbound FOS

XPOLogistics

85 Saint Paul Boulevard
Winnipeg, MB R2P2W5 CA
O: +1 204-336-9487 M: +1 204-292-0145



When the shortage is discovered after release but before final accounting...

- There are 2 options:
 1. to account for the total quantity and have the balance of the goods released as an ETA or VI when they arrive
 2. to provide the CBSA with evidence of the shortage with the final accounting document and account for the goods on hand only. When the remaining goods arrive, they should not be reported as a shortage. Instead, standard release procedures will apply.
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Known short shipments

- Known short shipments consist of commodities invoiced as single transactions that may have to be imported in separate loads due to the nature of the shipments. For example, certain machinery and equipment, and large systems such as an oil rig, must be shipped in multiple loads over a period of time.
 - The entire quantity will be accounted for when the first shipment arrives, and the remainder will be processed upon importation as ETA.
 - Before the goods arrive, a written request must be submitted to the chief or superintendent at the Customs office where the first shipment will be imported.
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Written request for known short shipment:

- Before the goods arrive, a written request must be submitted to the chief or superintendent at the CBSA office where the first shipment is to be imported. The request should include the following information:
 - reason for shortage;
 - name and BN of the importer;
 - name of the exporter;
 - unit of measure and quantity of goods;
 - value of the goods;
 - detailed description of the goods;
 - country of origin;
 - number of ETAs; and
 - estimated date(s) of arrival including the completion date.





Documentation requirements for known short shipment (ETA):

- The documents required for this type of ETA release are:
 - a copy of the letter of authorization;
 - a new CCD; and
 - two copies of the invoice(s) covering the original shipment containing the following information:
 - importer BN;
 - transaction number of the original shipment;
 - name of the original customs release office;
 - notation "ETA Shortage"; and
 - actual quantity being released.
 - Following normal ETA processing in ACROSS, the CBSA will retain a copy of the ETA release package. When an ETA is processed at a CBSA office other than the original office of release, the CBSA copy of the ETA release package will be forwarded to the original office of release.
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When the shortage is discovered after final accounting....

- The balance of the short-shipped goods may be released as an ETA or VI
 - If the importer does not expect the goods to be delivered at a later date, then a claim may be made for a refund with evidence of the shortage included with the claim.
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Summary

- Short-shipped goods (also known as “a shortage”) are when the goods received in Canada differ from the goods that were reported to CBSA prior to arrival
 - There are 2 types of shortages: ETA & VI
 - Shortages must be reported to CBSA by paper release request, and must include written documentation supporting the shortage claim
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