

# Status Query Feature (CBSA Shipments)



This article is part of the BorderConnect [PARS Software Guide](#).

How to send and check the results of status queries in BorderConnect.

This guide offers instructions on using **BorderConnect's status query feature** with BorderConnect's [RNS-PARS software](#). This feature asks CBSA for the status of a particular shipment. While [BorderConnect PARS](#) will provide you with status updates for your carrier code automatically, there are a few situations where it's useful to be able manually ask CBSA what they have in their system for a particular shipment. These include:

1. Checking the status of another carrier's PARS. Because CBSA will only send you automatic updates for PARS with your own carrier code, you wouldn't get them when you're hauling freight under another carrier's PARS.
2. Checking to make sure a PARS was cancelled or no longer on file. Because CBSA only sends updates when a PARS is accepted or released, you will not receive notice when the broker cancels a PARS or changes the cargo control number.
3. Checking the status of a PARS if you have reason to believe that the status in BorderConnect is not accurate. e.g. recent CBSA downtime may have caused missed messages or a broker's website shows a PARS is already accepted by CBSA, but you do not see it on BorderConnect.

## Sending a Status Query

To get started with the status query feature, select the option 'Send New Status Query' from the 'PARS Shipments' menu.

The screenshot shows the 'PARS Shipments' menu with four tabs: 'PARS Shipments', 'ACE eManifests', 'U.S. In-Bonds', and 'Manage Data'. Under 'PARS LISTINGS', there are options for 'Newest Shipments', 'Accepted Shipments', 'Released Shipments', 'Purged Shipments', and 'RMD Shipments'. Under 'PARS SEARCH', there are options for 'Search Shipments', 'Status Query Search', 'Arrival Request Search', 'Send New Status Query' (highlighted with a red box), and 'Send New RNS Arrival'.

You will now be brought to a screen where you can enter the cargo control number that you want to get the status for. You will want to take care to enter the full number exactly as it appears on the PARS sticker or other document, with no spaces or special characters. Once you have the cargo control number entered, you can simply click the 'Send Status Query Request to CBSA' button.

The screenshot shows the 'Send Status Query Request for Canadian Shipment' form. At the top, there are buttons for 'Send Status Query Request to CBSA' and 'Cancel'. A 'Show All Fields' toggle is visible in the top right corner. The form title is 'Send Status Query Request for Canadian Shipment'. The 'Cargo Control (PARS) Numbers' field contains the text '1234PARS0000123, 1234PARS0000124'. Below this field, there is a help icon and a note: 'You can enter multiple CCN's separated by commas. For example 12340001, 12340002, 12340004.' The 'Reference Number' field is labeled '(optional)' and is currently empty.

This will bring you to the Status Query Search Page. This page allows you to see what's going on with all of your recent status queries, and can also be used to look up past status queries using the search feature.

The status query that you just sent will be listed as the first result, and it will say "Status Query Request transmitted with no response." It generally takes about 10-15 minutes for CBSA to respond to a status query, so you may want to leave the page to do something else and return to it later. When leave the page you can return to it at any time by selecting 'Status Query Search' under the 'PARS Shipments' menu.

Send New Status Query

Search for PARS Status Queries

Cargo Control (PARS) Numbers:

① You can enter multiple CCNs separated by commas. For exam...

Reference Number:

Transaction Number:

Date Between:

Q Search
Reset
Clear

Status Query List - Results 1 - 50 of 181190. Page 1 of 3624

PARS NUMBER	REFERENCE NUMBER	REQUEST DATE	RESPONSE DATE	STATUS	USER
00000088		11/25/2021 4:49PM		Transmitted	Status Query

After 10 or 15 minutes have gone by, you should check back at the search page to see what the response was for your status query. CBSA will respond saying the status is either not on file, accepted or released. In the case of an accepted or released response, the shipment will also appear under [Newest Shipments](#) and/or [Shipment Search](#), depending on the date. For users of BorderConnect ACI the accepted or released response will also link up with your manifest.

In the case of a not on file response, the shipment will be marked as purged if it was previously accepted.

Send New Status Query

Search for PARS Status Queries

Cargo Control (PARS) Numbers:

① You can enter multiple CCNs separated by commas. For exam...

Reference Number:

Transaction Number:

Date Between:

Q Search
Reset
Clear

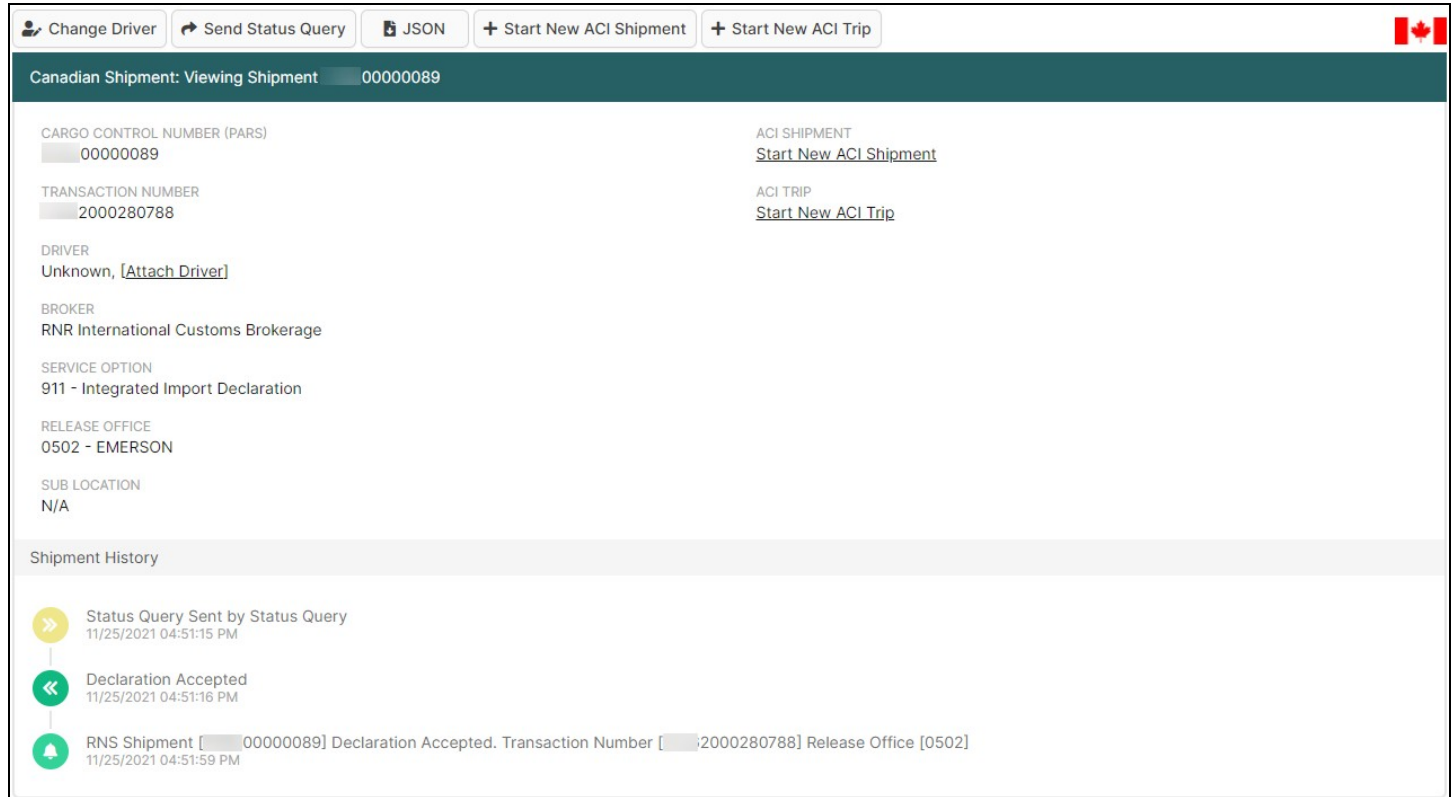
Status Query List - Results 1 - 1 of 1. Page 1 of 1

PARS NUMBER	REFERENCE NUMBER	REQUEST DATE	RESPONSE DATE	STATUS	USER
000799		11/25/2021 4:47PM	11/25/2021 4:46PM	Declaration Accepted	Status Query

« < > »
Results 1 - 1 of 1. Page 1 of 1

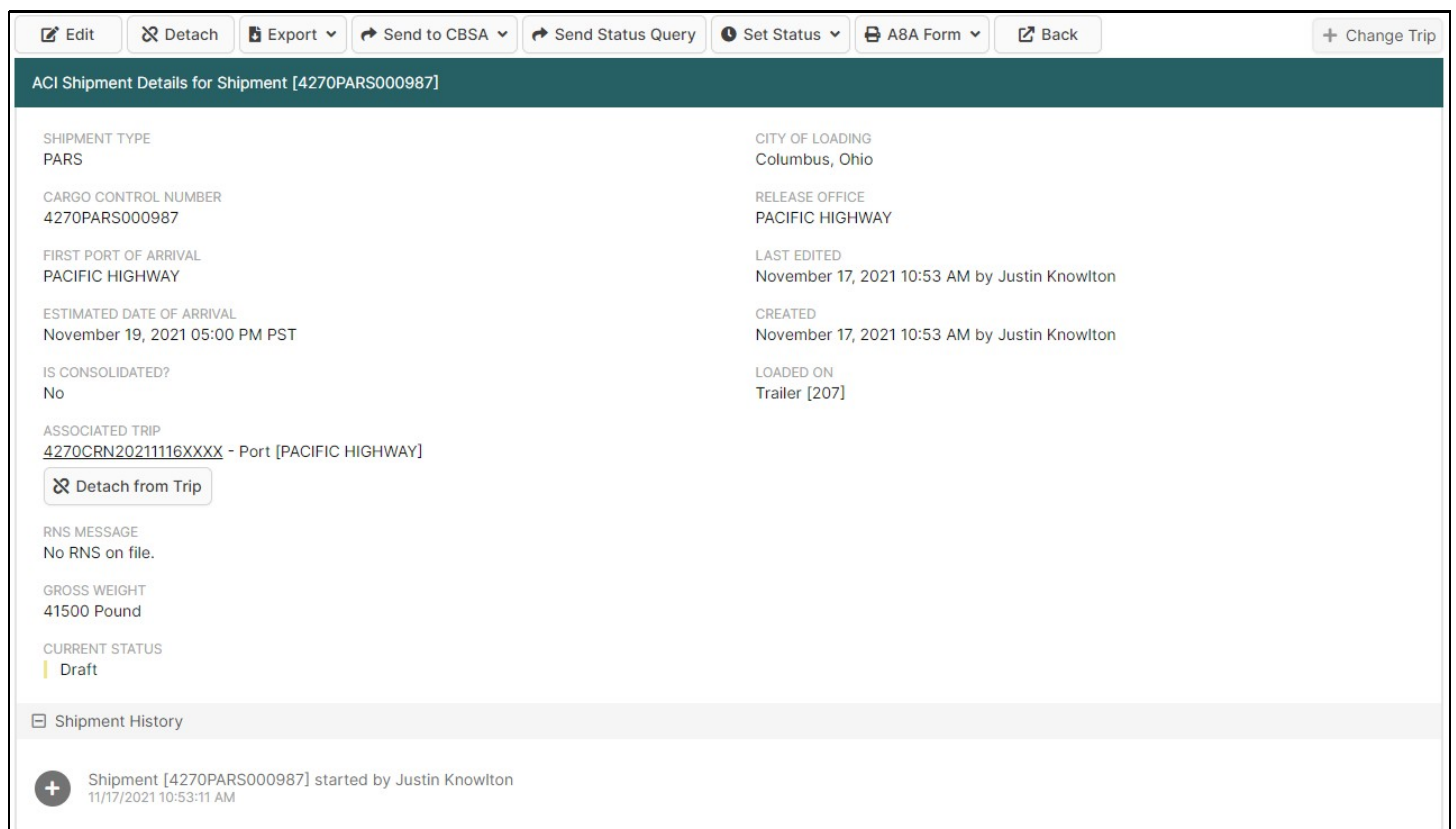
## Other Ways of Sending a Status Query

1. When sending a status query for a shipment that was previously accepted, a convenient shortcut is to click the View link for that shipment where it is listed under your Accepted Shipments, and then use the Send Status Query button from there. This will fill in the cargo control number for you on the send new status query page, so that you only have to press the send button to send it off.



The screenshot shows a web interface for viewing a shipment. At the top, there are navigation buttons: 'Change Driver', 'Send Status Query', 'JSON', '+ Start New ACI Shipment', and '+ Start New ACI Trip'. The main header indicates 'Canadian Shipment: Viewing Shipment' with the ID '00000089'. The page is divided into two columns of information. The left column contains: 'CARGO CONTROL NUMBER (PARS)' with value '00000089', 'TRANSACTION NUMBER' with value '2000280788', 'DRIVER' as 'Unknown, [Attach Driver]', 'BROKER' as 'RNR International Customs Brokerage', 'SERVICE OPTION' as '911 - Integrated Import Declaration', 'RELEASE OFFICE' as '0502 - EMERSON', and 'SUB LOCATION' as 'N/A'. The right column contains: 'ACI SHIPMENT' with a link 'Start New ACI Shipment' and 'ACI TRIP' with a link 'Start New ACI Trip'. Below this is a 'Shipment History' section with three entries: a yellow arrow pointing right for 'Status Query Sent by Status Query' at 11/25/2021 04:51:15 PM, a green arrow pointing left for 'Declaration Accepted' at 11/25/2021 04:51:16 PM, and a green bell icon for 'RNS Shipment [00000089] Declaration Accepted. Transaction Number [2000280788] Release Office [0502]' at 11/25/2021 04:51:59 PM.

2. When preparing an [ACI eManifest](#) for another carrier's PARS, you can also send a status query from the ACI Shipment you are preparing. A 'Send Status Query' button will be located in the [ACI Shipment Details Page](#) for any ACI Shipment with a [Carrier Code](#) that is not part of your RNS (PARS Checking) profile.



The screenshot shows the 'ACI Shipment Details' page for shipment [4270PARS000987]. At the top, there are navigation buttons: 'Edit', 'Detach', 'Export', 'Send to CBSA', 'Send Status Query', 'Set Status', 'A8A Form', 'Back', and '+ Change Trip'. The main header is 'ACI Shipment Details for Shipment [4270PARS000987]'. The page is divided into two columns of information. The left column contains: 'SHIPMENT TYPE' as 'PARS', 'CARGO CONTROL NUMBER' as '4270PARS000987', 'FIRST PORT OF ARRIVAL' as 'PACIFIC HIGHWAY', 'ESTIMATED DATE OF ARRIVAL' as 'November 19, 2021 05:00 PM PST', 'IS CONSOLIDATED?' as 'No', 'ASSOCIATED TRIP' as '4270CRN20211116XXXX - Port [PACIFIC HIGHWAY]' with a 'Detach from Trip' button, 'RNS MESSAGE' as 'No RNS on file.', 'GROSS WEIGHT' as '41500 Pound', and 'CURRENT STATUS' as 'Draft'. The right column contains: 'CITY OF LOADING' as 'Columbus, Ohio', 'RELEASE OFFICE' as 'PACIFIC HIGHWAY', 'LAST EDITED' as 'November 17, 2021 10:53 AM by Justin Knowlton', 'CREATED' as 'November 17, 2021 10:53 AM by Justin Knowlton', and 'LOADED ON' as 'Trailer [207]'. Below this is a 'Shipment History' section with one entry: a plus sign icon for 'Shipment [4270PARS000987] started by Justin Knowlton' at 11/17/2021 10:53:11 AM.