



U.S. Customs and  
Border Protection

Pipeline 07-09A  
May 5, 2008

**TO: Customhouse Brokers, Importers and Others Concerned**

**SUBJECT: Cancellations - Amended to Include Updated Email Address**

Due to staffing changes the procedures for entry cancellations have been modified. Effective the date of this pipeline, all cancellations should be sent to the Reports Team located at 9915 Bryn Mawr Avenue, Rosemont, Illinois. The procedures have been outlined below, to better assist you with providing the necessary documentation for the cancellations.

Please be reminded that cancellations should not be considered a routine course of business. Whenever possible corrections should be done rather than cancellations. In order to provide consistent and uniform means for resolving errors on CBP-3461's, the following procedures will be followed.

**CANCELLATION PROCEDURE**

1. Cancellation request must be submitted on company letterhead stating reason for the request.
2. Cancellation must be submitted to the CBP port where the entry was filed or released.
3. The importer of record or an authorized agent with a valid power of attorney must sign request.
4. Cancellations should be submitted timely (prior to 10<sup>th</sup> working day after release of the merchandise).
5. Statement payment: If the entry to be cancelled is set up for statement payment, remove the entry from that statement whenever possible.

**DOCUMENTATION REQUIRED FOR CANCELLATION**

*Duplicate entry* (Cleared in another port or duplicate entries.) Copy of both the original CBP-3461 to be cancelled, and the "CBP released replacement CBP-3461". Submit a brief explanation, along with other supporting documentation.

*Non-Arrival:* Submit a copy of the CBP-3461 and documentation from the carrier or foreign shipper supporting your claim.

*Entry replaced by IT:* Provide copy of both the original CBP-3461, and a copy of the signed and/or perforated IT.

*T&E:* If a CBP-3461 has been processed, and it is subsequently discovered that merchandise was exported in-bond, submit a copy of the original CBP-3461, a copy of the signed and/or perforated T & E, and a copy of the carrier's outbound manifest.

*ABI-Certified, Not Presented:* If an ABI filer certifies an entry, but does not present it to Customs for processing, submit the ORIGINAL CBP-3461 with the word CANCEL written across the entry. Provide an explanation and documentation as to why the entry was

never presented. If a duplicate entry was created, or if goods were moved on an IT or T&E, follow the guidelines above.

*Freight not available—irregular delivery:* Freight delivered by carrier without benefit of a Customs release results in an irregular delivery. If exam or redelivery is required, and freight is not available for exam, entry cancellation is not justified. In the event that an irregular delivery has occurred, liquidated damages will be assessed against the party determined responsible.

*Freight lost/damaged by carrier after customs release,* entry cancellation is not justified; file a claim directly with the carrier. **NOTE: Entry summary package including CBP-7501 and payment of all applicable duties/fees/ taxes must be submitted timely.**

*Refused shipment* (damaged goods/wrong merchandise) entry will not be cancelled until proof of exportation or destruction under CBP supervision has been provided.

*Merchandise denied admission into the US by any Government Agency after conditional release from CBP Custody:* Provide proof of exportation or destruction.

*Goods Seized by CBP:* Submit a copy of the CBP-3461 and provide the seizure case number on your cancellation request.

#### **SUBMISSION OF CANCELLATION REQUEST**

If possible, please send cancellation requests by email to [CBP.Chicagoreports@dhs.gov](mailto:CBP.Chicagoreports@dhs.gov). If you do not have access to email, you may use one of the following options: 1) mail your request to CBP, ATTN: Reports Team, 9915 Bryn Mawr Avenue, Rosemont, IL 60018; 2) fax your request to Reports Team, 847-928-8252; or 3) drop your request in the mailbox marked "Reports Team" located in the lobby of our facility at 9915 Bryn Mawr Avenue, Rosemont, IL.

Your continued efforts to reduce unnecessary cancellations are appreciated. Following the guidelines above will help assure effective communication and flow of information between CBP and the trade community.



Carl Ambrosion  
Area Port Director  
Port of Chicago

**CANCELLATION/CORRECTION REQUEST**

**Entry Number** \_\_\_\_\_

Entry Released

Entry Not Released

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**REASON FOR REQUEST**

Freight Non-Arrival    Shipment Refused    System Error    Replaced by CF 7512    ABI-Certified, Not Presented

Shipment cleared by another filer under entry # \_\_\_\_\_

Duplicate entry/same filer cleared under entry # \_\_\_\_\_

Other (please explain) \_\_\_\_\_

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**NATURE OF REQUEST**

Cancel Entry Summary                      # \_\_\_\_\_

Correct CF 3461 Data for Entry            # \_\_\_\_\_

Remarks: \_\_\_\_\_

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**BROKER/FILER INFORMATION**

Broker/Filer: \_\_\_\_\_

Name of Requestor: \_\_\_\_\_

Phone Number: \_\_\_\_\_