Trade Chain Partner Working Group (TCP WG)

DRAFT – FOR DISCUSSION PURPOSES ONLY

March 3, 2021

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Teleconference Technical Guidelines

- Join the WebEx information from the invitation, upon joining the meeting the call in details (phone number, meeting ID and access ID) will be provided.

- You will be muted upon joining the meeting, to join the conversation press the unmute button at the bottom-middle of your WebEx screen.

- If you are <u>only calling in</u>, please mute your phone by pressing *6 and unmute your phone press *7 to join the discussion. Once you are finished speaking, please mute your phone again by pressing *6.

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Agenda

Topic	Speaker
Technical Rules of Engagement	Kevin Horseman
Opening Remarks / CARM Project Update	Goran Vragovic
CARM Client Service Support Unit Overview	Richard Lavoie
Break	
User Experience Session Recap	Kevin Horseman
Demonstration of Key Onboarding and Delegation of Authority Functions in the CARM Client Portal	Marianne Bousquet-Racine
Open Discussion, Roundtable and Conclusion	All

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CARM Project Update

- CLVS

- ECCRD and API

- Release 1 Playbook and Onboarding Guides

- Payments at Release 1

- ARL Clean Up

- End-to-end Walkthroughs

- Project Decisions

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CARM Client Service Support Unit (CCSSU)

- A new client service support unit, the CCSSU, will be implemented and operational for day 1 of CARM's Release 1
- The CCSSU will be fully <u>dedicated to provide assistance</u> to TCPs and CBSA users on <u>CARM related matters</u>
- The unit will be comprised of 16 officers, 2 supervisors and a dedicated manager
- Hours of operations will be Monday to Friday: 07:00 to 20:00 ET, ensuring national coverage
- CCSSU will work collaboratively with ARL, BIS and the TCCU helpdesks*

CARM | CBSA Assessment and Revenue Management   *Existing units will continue to provide the same services as they do today

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Contacting the CCSSU

- The CCSSU will be accessible via two methods of contact:

  Web Contact Form
  - Form will prompt requestor for information, allowing the CBSA to address the request in a targeted and expedited manner
  - CCSSU will return a reply email with a ticket number to acknowledge receipt of the request
  - Client service representative (CSR) will provide a written response to the request
  - If more information is required, the CSR will call or email the requestor for more information

  Telephone
  - Telephone service will be provided through the BIS telephone line: 1-800-461-9999, menu Option 2 – Business Importation/Exportation, Option 6 – CBSA Assessment and Revenue Management

- All methods of contact will result in a follow-up email response.

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Scope of Support – CARM Release 1 and Release 2

- CARM Client Portal assistance with:
    - User portal account registration
    - Business account activation
    - Delegation of employees and authorized representatives
    - Submission and management of advance rulings on the CARM Client Portal
    - Setting up Pre-authorized debit payment option
    - Using the duty and tax calculator and tariff classification look up tools

- Support for enrolling into the *Release Prior to Payment Program (RPP)* for Release 2.

- General Support for registration and certification of the new EDI Commercial Accounting Declaration (CAD), daily notices, statement of account and customs broker summary.

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User Experience Session
Recap

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User Experience Sessions

✓ 16 TCPs participated in individualized, 3-hour User Experience Sessions (between February 1st and 4th)
✓ CARM team led each participant through 11 portal scenarios in a portal test environment

Scenario 1: Setting up CARM Client Portal Accounts

Scenario 2: Navigating the Portal

Scenario 3: Managing Delegation of Authority

Scenario 4: Viewing Financial Transactions

Scenario 5: Viewing Statements of Account and Invoices

Scenario 6: Managing Ruling Requests and Uploading Documentation

Scenario 7: Making Payments: PAD, Credit Card/ Interac, Apply Credit as Payment

Scenario 8: Using Self Service Tools: Duties and Taxes Calculator and Classification

Scenario 9: Viewing Notifications and Managing Email Subscription

Scenario 10 & 11: Using the Chatbot to get set-up on the Portal and Publicly Available Services.

The CARM Client Portal was seen as intuitive and similar to other Government of Canada sites

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What we heard: Set-up Process & Navigation

Account Set-up Process

↘ **Logical process**
- Accessing the portal was straightforward
- Authentication process was similar to other sites
- Mass upload of client lists will be helpful prior to go-live

↘ **Follow-up Items of Special Interest**
- Account set-up verification information may not be readily accessible for select importers.

Navigation

↘ **User Friendly**
- Menu options were clear and intuitive
- Logical navigating through menu options and pages
- Similar look and feel to other government sites

↘ **Follow-up Items of Special Interest**
- Moving informational blocks/guidance sooner in operations (e.g., role definition chart)
- Additional information 'bubbles' to help with data entry and selection of fields

💬 *"Pleasantly surprised" - "Portal is user friendly, very intuitive" - "Much better than expected"*

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What we heard: Functionality & Information

Functionality

Better than expected
- Liked the ability to assign different access levels
- Visible benefits of rulings being included in the portal
- Ease of use of Self-Serve tools (e.g., Duties and Tax Calculators)

Follow-up Items of Special Interest
- Include clarity on 'what if' scenarios of how information will flow through the system and become visible to all groups that work on the account in educational materials
- More clarity on payments clearing order of operations

Sharing & Extracting Information

User account has lots of information all in one place
- Appreciated having Transaction History and Notifications listings
- Ability to export information so beneficial
- Liked the visibility into client accounts

Follow-up Items of Special Interest
- More details on the options in filtering information in lists
- More details on the speed of information showing from one account to other managed account

"Appreciate the opportunity to participate live, very informative" - "I like the chatbot feature – very useful" - "All program account information in one place will be very helpful" - "The Finance team will LOVE this"

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Next steps from the User Experience Sessions

❑ Questions raised during sessions will be responded to (individually and/or included in general question and answer log)

❑ Communication material will incorporate what was heard to assist with onboarding where applicable

❑ Recommendations have been noted for potential future enhancements

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Canada Border
Services Agency

Agence des services
frontaliers du Canada

Open Discussion, Roundtable and Conclusion

Canada

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Updated TCP WG Activity Calendar

The following outlines the proposed schedule for the next few months of TCP WG activities.

Month	Activity	Date
March	CSCB Webinar Series	March 10 to May 5 *(bi-weekly)*
	GHY Webinar	March 17
	CARM Engagement Survey	Target week of March 22
	Groupe Engram Webinar *(French)*	March 25
April	Technical Working Group	April TBD
	TCP Working Group Consultation Session	April TBD
	CARM Onboarding Webinars and Open Mics	Starting Mid-April
May	TCP Working Group Consultation Session	May TBD

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