



# CARM Trade Chain Partner Working Group – Record of Discussion

July 27, 2022, 9:00am to 10:30am – Virtual Session

<u>Trade Chain Member Participants</u>	<u>CBSA Guests</u>	<u>CBSA Member Participants</u>
<b>Melanie Bédard</b> Canadian Society of Customs Brokers	<b>Andrew Wishart</b> Project Executive, CARM	<b>Fred Gaspar</b> Vice President, Commercial and Trade Branch
<b>Susan Foster</b> FedEx / Canadian Express Association	<b>Kevin Horseman</b> Stakeholder Engagement, CARM	<b>Mike Leahy</b> Director General, CARM
<b>Bruce Rodgers</b> CIIFFA	<b>Jonathan Hopkins</b> Business Transformation, CARM	<b>Charles Melchers</b> Director, Regulatory Trade Programs
<b>Penny Moulton</b> UPS	<b>Megan Wambolt</b> Stakeholder Engagement, CARM	<b>Alex Lawton</b> Director, Trade Compliance
<b>Ray Fischer</b> KPMG	<b>Sarah Fogh</b> Stakeholder Engagement, CARM	<b>Vladimir Omazic</b> <b>Ramona Eryuzlu-Maillet</b> Stakeholder Engagement, CARM
<b>Oryst Dydynsky</b> Descartes / AICBA / CTA	<b>Jason Porteous</b> Solution Design, CARM	<b>Kim Paradis</b> Senior Advisor, Commercial Programs
<b>Tomasz Jasniewicz</b> Descartes	<b>Andrew McGrath</b> Solution Design, CARM	<b>Kerri Schleppe</b> Manager, CARM PMO / CES
<b>Candace Sider</b> Livingston	<b>Alia Janjua</b> Solution Design, CARM	<b>Brenda Campbell</b> Manager, Regional Programs / CES
<b>Kristina Bryson Billinger</b> IBM Canada	<b>Vishwa Rachamalla</b> Contractor, CARM	<b>Christian Figueredo</b> Director, CARM Solution Delivery
<b>Karin Muller</b> Magna		<b>Andre Bertrand</b> <b>Bryan Sherman</b> Business Readiness, CARM
<b>Kim Campbell</b> <b>Debbie Price</b> IE Canada		<b>Kelsey Munroe</b> A/Manager Program Authority
<b>Vikram Patel</b> Global eTrade Services		<b>Cindy Fox</b> Senior Project Officer
<b>Gloria Terhaar</b> Pacific Customs Brokers		<b>Ted Smye</b> A/Manager CARM
<b>Erol Ozberk</b> Loblaw Company Limited		<b>Sophie Hoang</b> A/Senior Advisor CARM Training
<b>Emil Fiorantis</b> Dominion Group		<b>Mathew Mcrae</b> A/Project officer
<b>Renate Jalbert</b> <b>Shannon Munson</b> <b>June Corfield</b> <b>Susan Rasmussen</b> FedEx		<b>Jean-Philippe D Morin</b> A/Manager CARM
<b>Steve Ness</b> Surety Association of Canada		<b>Chantal Savard</b> Senior Advisor, CARM
<b>Alan Dewar</b> GHY International		<b>Abderrahim Boussanni</b> Manager - Payment Processing Center
<b>Jennifer Steeves</b> CVMA		<b>Cammisa, Vito</b> Manager, Regional Programs
<b>Kristy Mulvihill</b> <b>Jayson Ryan</b> Costco Wholesale Canada Ltd		
<b>Laurie Pasher</b> Livingston International		

Above list of core Working Members that were in attendance. Organizations may have brought additional SMEs to the session.

<b>Agenda:</b>
1: Opening Remarks
2: CARM Project Updates
3: Industry Consultation
4: Q&A/ Roundtable
5: Forward Agenda

Note: For detailed information on the agenda items, please see the PDF presentation material.

<b>Summary:</b>
<ul style="list-style-type: none"> <li>• <b>Stephanie Drouin Update:</b> Ms. Drouin was promoted to Director General within the Financial and Corporate Management Branch. Mr. Leahy acknowledged Ms. Drouin's significant contributions to CARM. Ms. Drouin's replacement will be announced shortly.</li> <li>• <b>R2 Planning:</b> The R2 date is contingent on many key factors to deliver the project. The CARM team is currently planning for an October 2023 cutover date for R2. There will be a formal announcement on the R2 implementation timeline once required approvals are obtained.</li> <li>• <b>User Acceptance Training (UAT):</b> UATs should be complete by end of August. There are 80 business users within the regions and across the organization testing the system.</li> <li>• <b>Deep Cycle Testing (DCT):</b> A meeting is scheduled for July 28<sup>th</sup> with DCT participants to present and discuss the go forward approach. The team is looking at how to get through the scenarios with speed and care. Feedback from industry has been useful and will be addressed before the CARM Experience Simulation (CES). Ms. Campbell raised that industry and the project have a different view of the progress being made.</li> <li>• <b>DCT Defects:</b> Mr. Jasiewicz raised a concern that there are around 30 defects without a resolution date. Ms. Janjua shared that defects that are critical or blocking TCPs from moving forward are being examined closely, and as quickly as possible. There is a commitment to resolve all the critical defects before closing DCT. Ms. Bedard raised the importance of industry and DCT team aligning on what the defects are. Mr. Wishart shared that issues which relate to policy are not defects and may take longer to gain clarity and will be handled outside of DCT. There was an agreement that there will be more discussion within DCT on defects and Ms. Campbell could attend DCT meetings with DCT participants for all parties to be in the same conversation, with the same facts.</li> <li>• <b>ECCRD:</b> An email was sent out to the Technical Working Group last week that announced pausing the monthly TWG sessions for the Summer. Clarification and answers to questions on the ECCRD will continue through the Summer, while working closely with DCT participants. Mr. Leahy confirmed that additional clarification and information will be added to the ECCRD in the Fall 2022.</li> <li>• <b>CARM Experience Simulation (CES):</b> The technical environment used for DCT will be the same for CES. Once DCT is complete, the environment will be refreshed for CES. Mr. Leahy emphasized that we need to harden the product before starting CES. Ms. Schleppe elaborated that there are 115 volunteers with various representation which is moving towards the goal of ~200 volunteers. A number of importers that use service providers have volunteered, however, there are a few of their service providers that have not volunteered to participate in CES. These service providers will be contacted to see if there is interest in participating in CES. Mr. Leahy acknowledged the need to have a followup conversation on resource allocation for CES to ensure there is sufficient coverage and support. Ms. Schleppe communicated that there may be CES onboarding activities in Nov/Dec (e.g., whitelisting IP addresses), and that execution of the first sprint of CES would likely begin in January 2023.</li> <li>• <b>CES Playbook:</b> Ms. Schleppe shared that a playbook is being developed for CES participants. The playbook is similar to DCT Playbook with revisions from lessons learned. The draft playbook will be ready for consultation in the middle of September. Once feedback is collected, it will be translated and published formally.</li> <li>• <b>CES Waiver Form:</b> Ms. Schleppe provided an update that the waiver form is with the CBSA legal team. The information that will be shared and transmitted in CES will not be considered customs. The waiver form should be ready to be shared in mid-September.</li> <li>• <b>Revised CARM Project Roadmap:</b> Mr. Ozberk requested a revised roadmap with milestones, and dependencies to support cost effective planning. With no timelines set, it is difficult for industry to allocate budget and resources. Mr. Ozberk asked for an updated roadmap with an eighteen month outlook. Mr. Ozberk also emphasized the need for transparent and realistic dialogue.</li> <li>• <b>Economic Recovery:</b> Mr. Gaspar stated that CBSA is fully engaged and listening to concerns raised. CARM will help with the economic recovery of Canada by increasing revenue integrity for Canada.</li> <li>• <b>Ongoing Discussion with Industry:</b> Mr. Gaspar offered to reduce frequency of conversations/consultations, if it is the desire of the group to not have conversations until answers have been found. There are processes that need to be respected with authorities which impacts timing of answers/direction. Mr. Gaspar believes it is appropriate to have this dialogue to give updates as the project progresses. Several TCPs shared that they do want to continue with the frequent conversations and work together on creating deeper dialogue.</li> <li>• <b>Industry Questions:</b> Mr. Dydynsky shared that he is getting questions more specifically on where human meets computer. Questions include how the CLVS, temporary importations, and C-type processes will work. Mr. Dydynsky also raised that information on the RPP Transition Plan is critical for industry to prepare for CARM. Mr. Leahy agreed that walkthroughs of these changes need to be prioritized.</li> <li>• <b>Affinity Questions:</b> Ms. Bédard asked for an update on the timeline with the updates to the process of answering the affinity questions when TCPs onboard to the portal. Mr. Figueredo shared that the current goal is for the changes to take effect in September and that the team is working on final changes and testing.</li> <li>• <b>Onboarding Targets:</b> Ms. Bédard requested that the portal onboarding targets to be shared with this group.</li> <li>• <b>Risks and Lessons learned:</b> Ms. Campbell recommended going back to look at risks identified at the start of the project to determine if there are lessons learned that should be applied now.</li> </ul>

- **Future Working Group Topics:** A list of topics for future agendas was shared on screen. Additional topics suggested included business continuity, and border impacts with RPP and CLVS approach. The next Working Group will be in September. A list of proposed topics will be shared for feedback prior to the session.
- **Ad Hoc Meeting on RPP Transition:** Mr. Leahy shared that the RPP Transition Plan involves multiple groups. Once it can be shared, it will be with this group. If it can be shared prior to a regularly scheduled WG meeting, then an ad hoc session could be held to share the information in a timely manner.
- **CLVS:** Ms. Foster raised a concern on the gaps in information today for CLVS express couriers. Mr. Leahy committed to communicating in August a timeline for upcoming CLVS working sessions.
- **Policy Decisions:** Mr. Dydynsky requested for more policy based decisions to be shared prior to October-November, when there will be various industry events happening and members will be seeking clarification.
- **Q&A Prioritization Sessions:** Ms. Bédard shared that she is happy that the Q&A prioritization sessions have started and is looking forward to the continued work with the team.

**Action Items:**

- **DCT July 28<sup>th</sup> meeting:** Mr. Leahy agreed to share meeting minutes from the DCT meeting with this group.
- **DCT Defects:** Ms. Janjua will share an updated defect list with resolution dates.
- **Revised Roadmap:** Mr. Leahy confirmed that a revised roadmap with an 18-month outlook will be shared.
- **CLVS:** Mr. Leahy agreed to communicate in August the timeline for upcoming CLVS working sessions.
- **CES:** CES Playbook and waiver to be shared in draft format in September.