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# Trade Chain Partner Working Group (TCP WG) Consultation Session

DRAFT – FOR DISCUSSION PURPOSES ONLY

August 21, 2019

Canada

CARM | CBSA Assessment and  
Revenue Management

# Teleconference Technical Guidelines

- Call in to the meeting by dialing the number provided in the invitation.
- Please mute your phone by pressing \*6
- To unmute your phone press \*7 and join the discussion, it is helpful for participants if you can identify yourself before speaking
- Once you are finished speaking, please re-mute your phone by pressing \*6
- To answer an incoming call, please hang up the line and call back into the meeting. Putting the call on hold may cause the group to hear background music or beeping.

# Agenda

Topic	Speaker	Timing
Technical Rules of Engagement	Kevin Horseman	9:30AM – 10:30AM
Opening Remarks	Lisa Anawati	
Recap of July TCP WG Sessions / Questions & Answers	Kevin Horseman	
<b>Health Break</b>		
Courier Low-Value Shipment (CLVS) Update	Eric Trudel	10:45AM – 11:45AM
<b>Lunch</b>		
Billing Cycles: HVS, LVS, CTC, and CSA	Jonathan Hopkins / Eric Trudel	12:45PM – 2:00PM
Notifications and Correspondence	Carola Daffner	2:00PM – 2:45PM
<b>Health Break</b>		
Master Data Re-model	Carola Daffner	3:00PM – 3:15PM
Portal User Experience Exercise	Cecilie Collaitz	3:15PM – 4:45PM
Roundtable and Conclusion	Lisa Anawati	4:45PM – 5:00PM

# Recap of July TCP WG Sessions

- CARM communicated the Agency's decision to require the Commercial Accounting Declaration (CAD) within 5 business days following the release of goods.
- CARM showcased a demo of the CARM Client Portal, highlighting how certain R1 processes will be executed within the solution.
- CARM walked through the scenarios for first-time importers, as well as the updated disbursement proposal that highlighted further options and questions that the project is currently working to address.
- Other key considerations were brought up related to:
  - How to process High-Value Casual goods in the commercial stream
  - Who can qualify as a Non-Resident Importer (NRI) for purposes of books and records



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# Courier Low-Value Shipment (CLVS) Update

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# CLVS CARM Proposal – Objectives

- Discuss the proposed the F-type commercial accounting declaration (CAD) for CARM that will:
  - Maintain fluidity at the border
  - Respect commercial importer financial security requirement proposal (Importer RPP)
  - Harmonize with proposed billing period with CARM
  - Simplify the adjustment process for TCPs and CBSA
- Increase visibility and traceability for the CBSA for:
  - All shipments released on a Consist sheet
  - Accounting of PST/HST for non-commercial goods
  - All commercial importer activities, regardless of the manner in which they were imported

# CLVS CARM Proposal – NON COMMERCIAL

Process	Current	Proposal
Release	Release on the cargo Consist sheet.	No change
Accounting	F-type entry with total consolidation method using the customs broker's BN, importer program account.	Total Consolidation method available for using the <b>Customs Broker's BN "non-commercial"</b> importer program account.
Accounting	All goods released in Month 1 – must be accounted for by the 24 <sup>th</sup> of Month 2. <i>Account for all goods released in M1 regardless of whether goods have been exported. (returned)? (Pls confirm)</i>	Same Must account for all goods released in M1 that have not been returned by the accounting due date (E.g. Do not include shipments that have been returned). CB to return any duties and taxes to the non-commercial client directly.
Accounting	Use of dummy classification is permitted.	Same
Accounting	PST/HST declared using consolidated dummy line.	TCPs are required to present one line per province; new data element to identify province of destination of consignee.
Payment	Must be paid by the last business date of M2.	Must be paid 10 weekdays following the 17 <sup>th</sup> of M2 (alignment to the CARM billing period). The SOA will be generated on the 25 <sup>th</sup> of M2.

## CARM

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# CLVS CARM Proposal – NON COMMERCIAL (cont.)

Process	Current	Proposal
Corrections	No correction period	<p>Corrections via CAD allowed electronically up to payment due date</p> <ul style="list-style-type: none"> <li>GST/PST/HST will be allowed to be reduced during correction period (<i>to be confirmed with CRA/GST</i>)</li> <li>Customs broker would refund their clients directly</li> </ul>
Adjustments	<p>Customs Broker:</p> <ul style="list-style-type: none"> <li>Prepare a 'baby' B3 and provide to the non-commercial importer so that they may apply for a refund through the casual refund centre</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>'CREDITS' (F-type entry is not adjusted)</li> </ul>	<p>Customs Broker:</p> <ul style="list-style-type: none"> <li>Prepare a 'baby' B3 and provide to the non-commercial importer so that they may apply for a refund through the casual refund centre</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Prepare an electronic change to the F-type CAD <ul style="list-style-type: none"> <li>Adjust the consolidated line to reflect the change required</li> <li>GST/PST/HST will be allowed to be reduced, as it is for non-commercial goods, since the BN used is the non-commercial RM (<i>to be confirmed with CRA/GST</i>)</li> </ul> </li> <li>Customs broker would refund their clients directly</li> </ul>



# CLVS CARM Proposal – NON COMMERCIAL (cont.)

Process	Current	Proposal
Post accounting program requirements	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>To provide a Recap sheet which augments the current Consist sheet – Refer to Appendix A</li> <li>Timing/frequency TBD</li> <li>Format to be determined (not EDI – upload to portal and will not require ECCRD)</li> </ul>

# CLVS CARM Proposal – COMMERCIAL

Process	Current	Proposal
Release	Release on the cargo Consist sheet.	No change <ul style="list-style-type: none"> <li>Customs brokers to work with the commercial entity to ensure registration of the BN RM (importer) and release prior to payment program</li> </ul>
Accounting	F-type accounting using different consolidation methods: <ul style="list-style-type: none"> <li>Total Consolidation</li> <li><b>Consolidation by Importer</b></li> <li>Special Authority Shipments</li> </ul>	Total consolidation is no longer permitted - must <b>consolidate by Importer BN; a separate F-type for each commercial importer.</b>
Accounting	Use of dummy classifications is permitted.	Same
Accounting	All goods released in Month 1 – must be accounted for by the 24 <sup>th</sup> of Month 2.	Same
Payment	Must be paid by the last business date of M2.	Must be paid 10 weekdays following the 17 <sup>th</sup> of M2 (alignment to the CARM billing period). The SOA will be generated on the 25 <sup>th</sup> of M2.

# CLVS CARM Proposal – Adjustments

Process	Current	Proposal
Correction	No correction period	Electronic corrections allowed up to payment due date <ul style="list-style-type: none"> <li>GST will be allowed to be reduced during correction period <i>(to be confirmed with CRA/GST)</i></li> </ul>
Adjustments	Provide 'baby' B3 and B2 for CBSA adjustments with the F-type entry number.  CBSA creates the dummy 'baby' B3 and then processes the paper B2 document.	Importer, or their Agent, will submit an electronic change to their F-type CAD <ul style="list-style-type: none"> <li>Adjust the consolidate line to reflect the change required</li> </ul>
Post accounting program requirements	None	<ul style="list-style-type: none"> <li>To provide a Recap sheet – Refer to Appendix A</li> <li>Timing/frequency TBD</li> <li>Format to be determined (not EDI – upload to portal and will not require ECCRD)</li> </ul>

# Additional questions?



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# Billing Cycles: HVS, LVS, CTC, and CSA

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# Billing Cycles

The following section outlines the future state CARM billing cycles for:

- High Value Shipments (HVS) / Low Value Shipments (LVS)
- Continuous Transmission Commodities (CTCs)
- Customs Self Assessment (CSA) Program

# Billing Cycles Proposal

The introduction of new billing cycles and the alignment of payment due dates will serve to eliminate current complexities of revenue management and ensure that the CBSA receives accurate and timely trade data, while recognizing the need to accommodate exceptions for certain processes (CLVS/CTC/CSA).

## **Commercial Accounting Declaration (CAD) required within 5 business days of release**

- **HVS/LVS:** It is proposed that LVS (*goods released in the regular commercial stream*) will follow the standard HVS billing cycle, as the accounting data for these importations is available to meet this reporting timeframe.
- Payment due date is 10 weekdays after the 17<sup>th</sup> of month 2

## **Exceptions to requirement for CAD within 5 business days of release**

- **CLVS:** CAD for goods released in month 1 by 24th of month 2
- **CTC:** CAD for goods released in month 1 by 24th of month 2
- **CSA:** CAD by Payment Due Date, payment due date is 10 weekdays after the 17<sup>th</sup> of month 2

# HVS / LVS Billing Cycle Overview

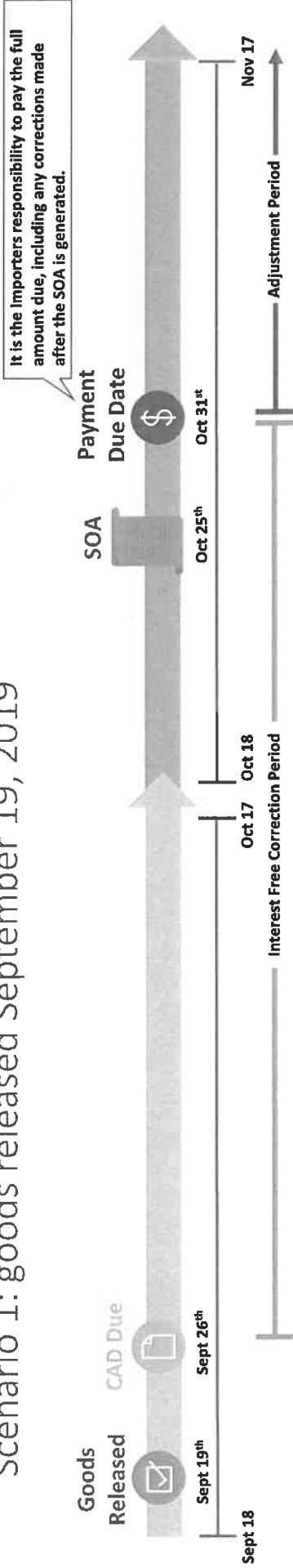
- **Commercial Accounting Declaration (CAD)** due **5 business days** after goods are released (*Note: It is encouraged to submit as soon as information is available*)
- **Statement of Account (SOA)** generated on the 25<sup>th</sup> of month 2 for all goods released between the 18<sup>th</sup> of month 1 to the 17<sup>th</sup> of month 2
- **Payment due date** is **10 week days** from the 17<sup>th</sup> of month 2 (i.e. the 18<sup>th</sup> of month 2 is day 1)
- **Correction period** from CAD submission date to payment due date
- **Adjustment period** from payment due date onward

*Scenarios are provided in the subsequent slides to illustrate how the HVS/LVS billing cycle will work in a real-life scenario*



# HVS / LVS Scenarios

Scenario 1: goods released September 19, 2019



September – October						
S	M	T	W	T	F	S
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

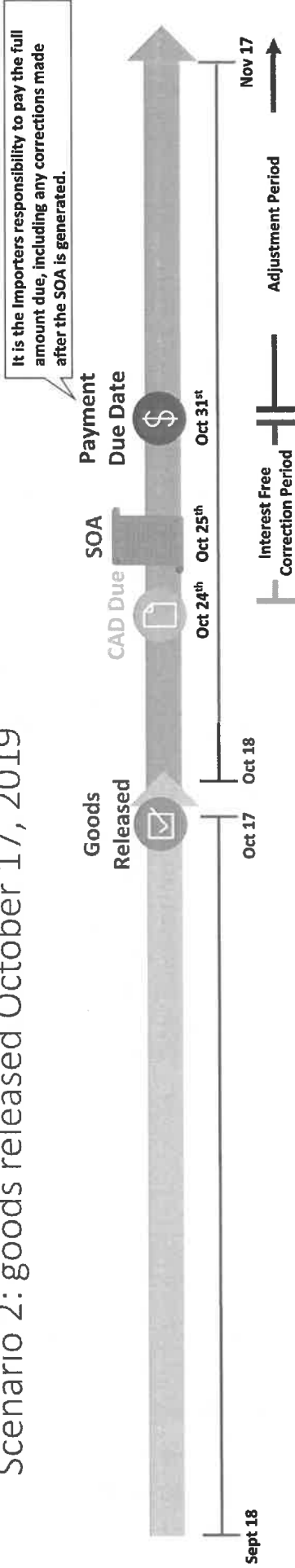
Goods released  
  CAD due  
  SOA  
 Billing cycle  
  Payment due

- Goods released: September 19<sup>th</sup>
- CAD due date: September 26<sup>th</sup> (5 business days after September 19<sup>th</sup>)
- SOA generation date: October 25<sup>th</sup> (25<sup>th</sup> of month 2)
- Payment due date: October 31<sup>st</sup> (10 week days from October 17<sup>th</sup>)
- Correction period: from September 26<sup>th</sup> to October 31<sup>st</sup> (from CAD submission date to payment due date)
- Adjustment period: from November 1<sup>st</sup> onward

\*\*\* Draft concepts are provided for discussion and are subject to change \*\*\*

# HVS / LVS Scenarios

Scenario 2: goods released October 17, 2019



October						
S	M	T	W	T	F	S
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Legend:
 

- Goods released (light grey)
- Billing cycle (medium grey)
- CAD due (dark grey)
- Payment due (black)
- SOA (light grey)

- **Goods released:** October 17<sup>th</sup>
- **CAD due date:** October 24<sup>th</sup> (5 business days after October 17<sup>th</sup>)
- **SOA generation date:** October 25<sup>th</sup> (25<sup>th</sup> of month 2)
- **Payment due date:** October 31<sup>st</sup> (10 week days from October 17<sup>th</sup>)
- **Correction period:** from October 24<sup>th</sup> to October 31<sup>st</sup> (from CAD submission date to payment due date)
- **Adjustment period:** from November 1<sup>st</sup> onward

# CLVS Billing Cycle

*Discussed as part of previous agenda item*

# CTC Billing Cycle

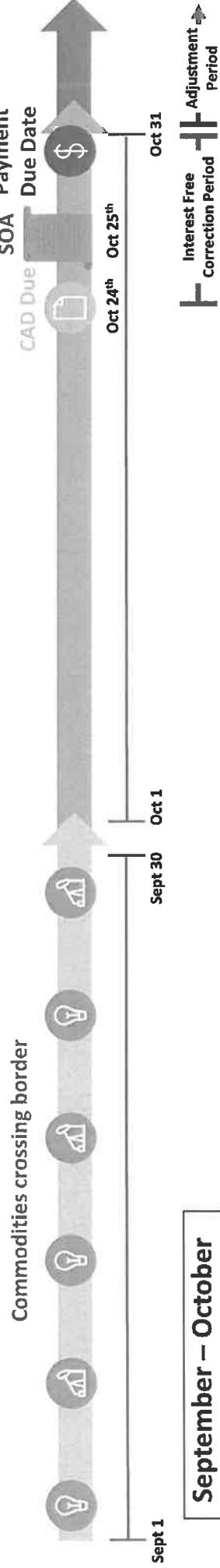
- **Commercial Accounting Declaration (CAD)** due by the 24<sup>th</sup> of month 2
- **Statement of Account (SOA)** generated on the 25<sup>th</sup> of month 2 for all commodities crossing the border in month 1
- **Payment due date** is 10 week days from the 17<sup>th</sup> of month 2 (i.e. the 18<sup>th</sup> of month 2 is day 1)
- **Correction period** from CAD submission date to payment due date
- **Adjustment period** from payment due date onward

*A scenario is provided in the subsequent slide to illustrate how the CTC billing cycle will work in a real-life scenario*

# CTC Scenario

Scenario: commodities crossing the border in September 2019

It is the Importers responsibility to pay the full amount due, including any corrections made after the SOA is generated.



September – October						
S	M	T	W	T	F	S
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Goods released  
  CAD due  
  SOA  
 Billing cycle  
  CAD due  
  Payment due

- **Commodities crossing border:** September
- **CAD due date:** October 24<sup>th</sup> (24<sup>th</sup> of month 2)
- **SOA generation date:** October 25<sup>th</sup> (25<sup>th</sup> of month 2)
- **Payment due date:** October 31<sup>st</sup> (10 week days from October 17<sup>th</sup>)
- **Correction period:** October 24<sup>th</sup> to October 31<sup>st</sup> (from CAD submission date to payment due date)
- **Adjustment period:** from November 1<sup>st</sup> onward

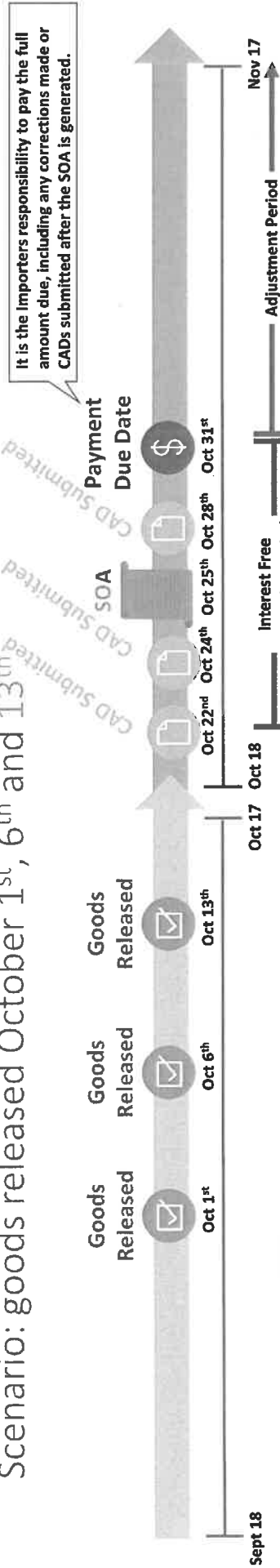
# CSA Billing Cycle

- **Commercial Accounting Declaration (CAD)** can be submitted until the payment due date for all goods released between the 18th of month 1 to the 17th of month 2
- **Statement of Account (SOA)** generated on the 25<sup>th</sup> of month 2 for all goods released between the 18<sup>th</sup> of month 1 to the 17<sup>th</sup> of month 2
- **Payment due date** is 10 week days from the 17<sup>th</sup> of month 2 (i.e. the 18<sup>th</sup> of month 2 is day 1)
- **Correction period** from CAD submission date to payment due date
- **Adjustment period** from payment due date onward

*A scenario is provided in the subsequent slide to illustrate how the CSA billing cycle will work in a real-life scenario*

# CSA Scenario

Scenario: goods released October 1<sup>st</sup>, 6<sup>th</sup> and 13<sup>th</sup>



It is the Importers responsibility to pay the full amount due, including any corrections made or CADs submitted after the SOA is generated.

September – October						
S	M	T	W	T	F	S
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Goods released  
 Billing cycle  
 CAD submitted  
 Payment due  
 SOA

- Goods released: October 1<sup>st</sup>, 6<sup>th</sup> and 13<sup>th</sup>
- CAD submitted: October 22<sup>nd</sup>, 24<sup>th</sup> and 28<sup>th</sup> (Note: the submission dates are examples only, corrections can be made from the CAD Submission date until the payment due date for CSA clients)
- SOA generation date: October 25<sup>th</sup> (25<sup>th</sup> of month 2)
- Payment due date: October 31<sup>st</sup> (10 week days from October 17<sup>th</sup>)
- Correction period: October 28<sup>th</sup> to October 31<sup>st</sup> (from CAD submission date to payment due date)
- Adjustment period: from November 1<sup>st</sup> onward

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\*\*\* Draft concepts are provided for discussion and are subject to change \*\*\*

# Billing Cycles Overview

Timing	HVS/LVS	CTC	CSA
<b>CAD</b>	5 business days after release	24 <sup>th</sup> of month 2	Until payment due date
<b>SOA</b>	25 <sup>th</sup> of month 2 for all goods released between the 18 <sup>th</sup> of month 1 to the 17 <sup>th</sup> of month 2	25 <sup>th</sup> of month 2 for all goods released in month 1	25 <sup>th</sup> of month 2 for all goods released between the 18 <sup>th</sup> of month 1 to the 17 <sup>th</sup> of month 2
<b>Payment Due Date</b>	10 week days after the 17 <sup>th</sup> of month 2	10 week days after the 17 <sup>th</sup> of month 2	10 week days after the 17 <sup>th</sup> of month 2
<b>Correction Period</b>	From CAD submission date to payment due date	From CAD submission date to payment due date	From CAD submission date to payment due date
<b>Adjustment Period</b>	From payment due date onward	From payment due date onward	From payment due date onward



# Additional questions?





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# Notifications and Correspondence

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# View of Notifications in the Portal

**Commercial Client Portal**

Account: **Welcome, Johnathan A. Doe**  
Viewing: RM0001 (Importer)  
BN123456789 - ABC Incorporated

Upload a document | Notifications | Logout

## Notifications

Account: All | Start date: yyyy-mm-dd | End date: yyyy-mm-dd | Refine the list

Filter items: Showing 1 to 10 of 57 entries | Show 10 entries

Date pos	Business name	Type	Subject
2019-03-12	1234567 Canada Inc. ABC Inc.	Cases/Requests	AMPS Appeal case rejected
2019-03-11	7654321 Ontario Inc. XYZ Inc.	Cases/Requests	Compliance Verification case requires supporting documents
2019-03-11	1234567 Canada Inc. ABC Inc.	Daily Notices	Daily Notice has been created
2019-03-10	7654321 Ontario Inc. XYZ Inc.	Declarations/Adjustments	Bulk case approved
2019-03-10	1234567 Canada Inc. ABC Inc.	Pre-collections/Collections	RM0001-IMP account overdue
2019-03-10	7654321 Ontario Inc. XYZ Inc.	Daily Notices	Daily Notice has been created
2019-03-09	1234567 Canada Inc. ABC Inc.	Cases/Requests	AMPS Appeal case rejected
2019-03-08	7654321 Ontario Inc. XYZ Inc.	Daily Notices	Daily Notice has been created
2019-03-07	1234567 Canada Inc. ABC Inc.	Daily Notices	Daily Notice has been created

# Notification details

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**Commercial Client Portal**

MENU ▾

Welcome, **Johnathan A. Doe** ▾  
 Viewing: RM0001 (Importer)  
 BN123456789 - ABC Incorporated

Upload a document | [Notifications](#) | [Logout](#)

## Notification details

**RM0001-IMP Account Overdue**  
 Business name: ABC Inc. (123456789)  
 Type: Pre-Collections/Collections  
 Date Posted: March 10th 2019

Account RM0001-IMP has overdue payments that have not been paid for 35 days.

Overdue account will be sent to the CRA for legal collections.

To make payment on overdue account, go to [Payment Information page](#).

[Back](#)

# CARM

# Email Preferences

## My Personal Profile

Personal Profile includes contact details and preferences for using the portal.

 Keep your personal profile up to date. Your contact details will be used to communicate important updates.

### User information

\*First name (required)

John

\*Last name (required)

Doe

### Settings and Preferences

Receive e-mails about notifications

- Subscribed - I want to receive e-mails about my notifications
  - Unsubscribed - I do not want to receive e-mails about my notifications
- Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed*

\*Preferred language (required)

- English
- French

Save changes

# List of notifications

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?	
<ul style="list-style-type: none"> <li>• Cases/Requests:</li> <li>• Rulings</li> <li>• Appeals</li> <li>• Compliance</li> <li>• Verification(R2)</li> <li>• AMPS (R2)</li> <li>• Enrolment</li> <li>• Voluntary Disclosure (R2)</li> <li>• Self-audit CSA</li> </ul>	<ul style="list-style-type: none"> <li>• CBSA Agent is assigned to a case</li> </ul>	<ul style="list-style-type: none"> <li>• A case has been assigned to an agent</li> </ul>		
	<ul style="list-style-type: none"> <li>• CBSA Agent requires supporting documentation for case</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting Documents required for case</li> <li>• How to upload supporting documents</li> </ul>		
	<ul style="list-style-type: none"> <li>• Case has been cancelled</li> </ul>		<ul style="list-style-type: none"> <li>• The case request has been canceled by the requester or agent</li> </ul>	
	<ul style="list-style-type: none"> <li>• Customs broker enrolment case</li> </ul>		<ul style="list-style-type: none"> <li>• Posting on the public side of the External Portal of the L56 - Notice of Application for Customs Broker's Licence. TCP will be notified about the public posting</li> </ul>	
	<ul style="list-style-type: none"> <li>• CBSA Agent opens case</li> </ul>		<ul style="list-style-type: none"> <li>• The case is in progress</li> </ul>	
	<ul style="list-style-type: none"> <li>• Case is held in abeyance</li> </ul>		<ul style="list-style-type: none"> <li>• The case is currently held in abeyance</li> </ul>	
	<ul style="list-style-type: none"> <li>• CBSA Agent approves case</li> </ul>		<ul style="list-style-type: none"> <li>• The case has been approved</li> </ul>	
	<ul style="list-style-type: none"> <li>• CBSA Agent rejects case</li> </ul>		<ul style="list-style-type: none"> <li>• The case has been rejected</li> </ul>	

# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?	
Financial Security	<ul style="list-style-type: none"> <li>Financial security approved</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of approved financial security</li> </ul>		
	<ul style="list-style-type: none"> <li>Financial security rejected</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of rejected financial security</li> </ul>		
	<ul style="list-style-type: none"> <li>Bond credit posted to account</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of bond credit amount posted to account</li> <li>How to pay the financial security</li> </ul>		
	<ul style="list-style-type: none"> <li>Expiring security bond</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user that security bond is expiring and requires renewal</li> <li>How to renew the financial security</li> </ul>	
	<ul style="list-style-type: none"> <li>Ebond update accepted</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user of approved ebond update</li> </ul>	
	<ul style="list-style-type: none"> <li>Ebond update rejected</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user of rejected ebond update</li> </ul>	
	<ul style="list-style-type: none"> <li>Annual review performed</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user they must increase their financial security (there will be a reminder notification 5 business days later)</li> <li>How to increase the financial security</li> </ul>	
	<ul style="list-style-type: none"> <li>Monthly review performed</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user that they can reduce or maintain financial security</li> <li>How to reduce the financial security</li> </ul>	
	<ul style="list-style-type: none"> <li>Change in TCP's financial limit threshold</li> </ul>		<ul style="list-style-type: none"> <li>Notifies user of RPP Cancellation due to non-compliance</li> </ul>	
			<ul style="list-style-type: none"> <li>Notifies user of the change and reason for change in the financial limit threshold</li> </ul>	

# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?
Temporary Importation	<ul style="list-style-type: none"> <li>Temporary Importation form (E29B) accepted</li> <li>Temporary Importation is expiring in x days</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user that security deposit is required for their temporary importation</li> <li>How to submit a security deposit</li> <li>Notifies user of the expiry date</li> <li>Notifies user on how they can apply for an extension if needed</li> </ul>	
Statement of Account	<ul style="list-style-type: none"> <li>System batch job generates SOA</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Statement of Account (SOA) has been created</li> </ul>	
Daily Notice	<ul style="list-style-type: none"> <li>System generates Daily Notice for TCP</li> </ul>	<ul style="list-style-type: none"> <li>Daily Notice has been created</li> </ul>	
Broker Summary	<ul style="list-style-type: none"> <li>System generates Daily Notice for Customs Brokers</li> </ul>	<ul style="list-style-type: none"> <li>Broker Summary has been created</li> </ul>	
Mass Notification	<ul style="list-style-type: none"> <li>System Outages or maintenances</li> <li>Program Policy Updates</li> </ul>	<ul style="list-style-type: none"> <li>Notifies all users of CBSA Commercial Client Portal of system outages</li> <li>Notifies all users enrolled in a specific program of policy updates</li> </ul>	
Declaration/adjustment	<ul style="list-style-type: none"> <li>Decision/Justification documentation</li> <li>Audit of an importation document</li> </ul>	<ul style="list-style-type: none"> <li>Notifies the TCP if the attached justification documentation is insufficient or incorrect - May request the TCP to add additional information.</li> <li>Rejection or denial</li> <li>Acceptance/notice of decision</li> <li>When selected for verification during an audit, the TCP will be notified of any nonconformity that would require an adjustment.</li> </ul>	

\*\*\* Draft concepts are provided for discussion and are subject to change \*\*\*



# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?
Payment	<ul style="list-style-type: none"> <li>• Invoice has been created</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a new invoice for payment</li> </ul>	
	<ul style="list-style-type: none"> <li>• Payment has been posted – Receipt has been generated</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a new receipt for payment</li> </ul>	
	<ul style="list-style-type: none"> <li>• Pre-authorized debit information have been changed</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a PAD:</li> <li>• Registration/update of information confirmation (successful) or failure</li> <li>• Reimbursement request result</li> <li>• Pre-PAD</li> </ul>	Yes
	<ul style="list-style-type: none"> <li>• System flags for late payment</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a late payment</li> </ul>	

# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?
Pre-collection/ Collection	<p>Soft Pre-collection Notice:</p> <ul style="list-style-type: none"> <li>○ Any amount between \$5-1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 5). These accounts could be recommended to write off or sent to CRA for collections</li> <li>○ Any amount above \$1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 10)</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies user that accounts are overdue and the following may be inflicted:                             <ul style="list-style-type: none"> <li>○ Late payment penalty</li> <li>○ Simulated accrued interest</li> <li>○ Offset BP credits from other accounts</li> <li>○ Provide a payment plan option</li> <li>○ Drop the Trusted Trader Program (suspension of program at day 15 per client form layout)</li> </ul> </li> <li>• Remove deferred privileges (pay as you go)</li> </ul>	<p><u>Yes</u></p>
	<p>Pre-Collection Notice:</p> <ul style="list-style-type: none"> <li>○ Any amount between \$5-1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 5). These accounts could be recommended to write off or sent to CRA for collections</li> <li>○ Any amount above \$1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 10)</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies user for 2nd time that account(s) are overdue and the following may be inflicted:                             <ul style="list-style-type: none"> <li>○ Simulated accrued interest</li> <li>○ Offset BP credits from other accounts</li> <li>○ Provide a payment plan option</li> <li>○ Drop the Trusted Trader Program (suspension of program at day 15 per client form layout)</li> <li>○ Remove deferred privileges (pay as you go)</li> </ul> </li> <li>• Claim against the bond (F134: E-Bond)</li> </ul>	

\*\*\* Draft concepts are provided for discussion and are subject to change \*\*\*

# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details	Bypasses the e-mail preferences?
Pre-collection/ Collection	<p>Collections; Notice of Arrears:</p> <ul style="list-style-type: none"> <li>o High Risk profiles sent NOA directly</li> <li>o Clients in pre-collections have a maximum of 35 days before being sent a NOA</li> </ul> <p>Collections; Notice of Lien:</p> <ul style="list-style-type: none"> <li>o CRA Collections Agent</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies user that all overdue accounts will be sent to CRA for legal collections.</li> <li>• Notifies user that security interest will be held until overdue payment has been released</li> </ul>	

# List of notifications

Category (type)	Trigger to send notification	Notification Details
<b>Cases/Requests:</b> <ul style="list-style-type: none"> <li><i>Rulings</i></li> <li><i>Appeals</i></li> <li><i>Compliance Verification (R2)</i></li> <li><i>AMPS (R2)</i></li> <li><i>Enrolment</i></li> <li><i>Voluntary Disclosure (R2)</i></li> <li><i>Self-audit CSA</i></li> </ul>	<ul style="list-style-type: none"> <li>CBSA Agent opens case</li> <li>CBSA Agent requires supporting documentation for case</li> </ul>	<ul style="list-style-type: none"> <li>A case has been opened</li> <li>Supporting Documents required for case</li> <li>How to upload supporting documents</li> </ul>
	<ul style="list-style-type: none"> <li>Customs broker enrollment case</li> </ul>	<ul style="list-style-type: none"> <li>Posting on the public side of the External Portal of the L56 - Notice of Application for Customs Broker's Licence</li> <li>TCP will be notified about the public posting</li> </ul>
	<ul style="list-style-type: none"> <li>CBSA Agent approves case</li> </ul>	<ul style="list-style-type: none"> <li>The case has been approved</li> </ul>
	<ul style="list-style-type: none"> <li>CBSA Agent rejects case</li> </ul>	<ul style="list-style-type: none"> <li>The case has been rejected</li> </ul>
	<ul style="list-style-type: none"> <li>Financial security approved</li> <li>Financial security rejected</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of approved financial security</li> <li>Notifies user of rejected financial security</li> </ul>
	<ul style="list-style-type: none"> <li>Bond credit posted to a account</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of bond credit amount posted to a account</li> <li>How to pay the financial security</li> </ul>
	<ul style="list-style-type: none"> <li>Expiring security bond</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user that security bond is expiring and requires renewal</li> <li>How to renew the financial security</li> </ul>
	<ul style="list-style-type: none"> <li>Ebond update accepted</li> <li>Ebond update rejected</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of approved ebond update</li> <li>Notifies user of rejected ebond update</li> </ul>
	<ul style="list-style-type: none"> <li>Annual review performed</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user they must increase their financial security (there will be a reminder notification 5 business days later)</li> <li>How to increase the financial security</li> </ul>
	<ul style="list-style-type: none"> <li>Monthly review performed</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user that they can reduce or maintain financial security</li> <li>How to reduce the financial security</li> </ul>
<b>Financial Security</b>	<ul style="list-style-type: none"> <li>Change In TCP's financial limit threshold</li> <li>Temporary Importation form (E29B) accepted</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of change in the financial limit threshold</li> <li>Notifies user that a security deposit is required for their temporary importation</li> <li>How to submit a security deposit</li> </ul>
	<ul style="list-style-type: none"> <li>Temporary Importation</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user that a security deposit is required for their temporary importation</li> <li>How to submit a security deposit</li> </ul>

# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details
Statement of Account Daily Notice	<ul style="list-style-type: none"> <li>Temporary Importation is expiring in x days</li> <li>System batch job generates SOA</li> <li>System generates Daily Notice for TCP</li> <li>System generates Daily Notice for Customs Brokers</li> </ul>	<ul style="list-style-type: none"> <li>Notifies user of the expiry date</li> <li>Notifies user on how they can apply for an extension if needed</li> <li>Monthly Statement of Account (SOA) has been created</li> <li>Daily Notice has been created</li> </ul>
Broker Summary	<ul style="list-style-type: none"> <li>Soft Pre-collection Notice:                             <ul style="list-style-type: none"> <li>Any amount between \$5-1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 5). These accounts could be recommended to write off or sent to CRA for collections</li> <li>Any amount above \$1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 10)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Broker Summary has been created</li> </ul>
Pre-collection/ Collection	<ul style="list-style-type: none"> <li>Pre-Collection Notice:                             <ul style="list-style-type: none"> <li>Any amount between \$5-1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 5). These accounts could be recommended to write off or sent to CRA for collections</li> <li>Any amount above \$1000 that is 5 days overdue will receive a soft dunning notice and will have its own dunning level as the current state (dunning level 10)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Notifies user that accounts are overdue and the following may be inflicted:                             <ul style="list-style-type: none"> <li>Late payment penalty</li> <li>Simulated accrued interest</li> <li>Offset BP credits from other accounts</li> <li>Provide a payment plan option</li> <li>Drop the Trusted Trader Program (suspension of program at day 15 per client form layout)</li> <li>Remove deferred privileges (pay as you go)</li> </ul> </li> </ul>
		<ul style="list-style-type: none"> <li>Notifies user for 2nd time that account(s) are overdue and the following may be inflicted:                             <ul style="list-style-type: none"> <li>Simulated accrued interest</li> <li>Offset BP credits from other accounts</li> <li>Provide a payment plan option</li> <li>Drop the Trusted Trader Program (suspension of program at day 15 per client form layout)</li> <li>Remove deferred privileges (pay as you go)</li> <li>Claim against the bond (F134; E-Bond)</li> </ul> </li> </ul>



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# List of notifications (cont.)

Category (type)	Trigger to send notification	Notification Details
	<ul style="list-style-type: none"> <li>• Collections; Notice of Arrears:                             <ul style="list-style-type: none"> <li>○ High Risk profiles sent NOA directly</li> <li>○ Clients in pre-collections have a maximum of 35 days before being sent a NOA</li> </ul> </li> <li>• Collections; Notice of Lien:                             <ul style="list-style-type: none"> <li>○ CRA Collections Agent</li> </ul> </li> <li>• System Outages</li> <li>• Program Policy Updates</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies user that all overdue accounts will be sent to CRA for legal collections.</li> <li>• Notifies user that security interest will be held until overdue payment has been released</li> <li>• Notifies all users of CBSA Commercial Client Portal of system outages</li> <li>• Notifies all users enrolled in a specific program of policy updates</li> <li>• Notifies the TCP if the attached justification documentation is insufficient or incorrect - May request the TCP to add additional information.</li> <li>• Rejection or denial</li> <li>• Acceptance/notice of decision</li> </ul>
<b>Mass Notification</b>	<ul style="list-style-type: none"> <li>• Decision/Justification documentation</li> </ul>	<ul style="list-style-type: none"> <li>• When selected for verification during an audit, the TCP will be notified of any nonconformity that would require an adjustment.</li> </ul>
<b>Declaration/adjustment (R2)</b>	<ul style="list-style-type: none"> <li>• Audit</li> </ul>	
<b>Payment</b>	<ul style="list-style-type: none"> <li>• Invoice</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a new invoice for payment</li> </ul>
	<ul style="list-style-type: none"> <li>• Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a new receipt for payment</li> </ul>
	<ul style="list-style-type: none"> <li>• PAD</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a PAD:</li> <li>• Registration/update of information confirmation (successful) or failure</li> <li>• Reimbursement request result</li> <li>• Pre-PAD</li> </ul>
	<ul style="list-style-type: none"> <li>• Late payment</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies a TCP of a late payment</li> </ul>

# Additional questions?





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# Master Data Re-Model

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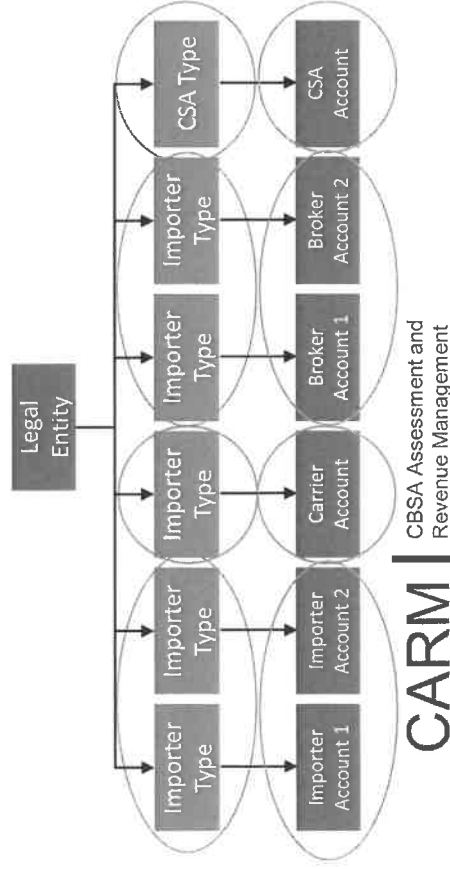


# Client Master Data in CARM

Redesigning the CBSA's Client Master Data Model in CARM is driven by:

- Provide the foundation for processes introduced as part of CARM
  - ✓ Facilitates the display of program registration and enrolment data on the external portal
  - ✓ Enables the 3-level offsetting options to the CBSA as well as to the TCP
  - ✓ Generate statements and financial correspondences at legal entity or program type or program account
  - ✓ Support the assessments and reassessments solution integration with accounting

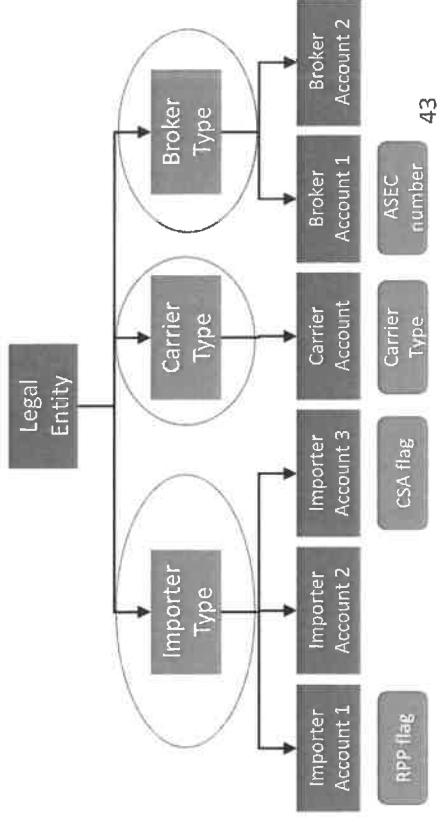
## Current State (ARL)



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## Future State (CARM)



# Impact and Benefit to CARM and to the TCP

Moving from the current state data model to future state data model, means that certain application programs in our systems will need to be tested to ensure that once the change is made current services are running exactly as they do now.

Change	Impacts and Benefits
System level changes in CARM systems to achieve the new client master data model	Client master data will be structured in a more standardized architecture to enable enhanced capabilities in the commercial continuum
Application program level changes in CARM systems to align with the new client master data model, specific to the external facing processes, the programs to generate the Statement of Account and Daily Notice will be modified	Changes to programs will warrant end-end regression testing, CARM project will engage with the TCP to ensure the program changes do not affect current processes especially the layout and correspondence methods of the account statements and daily notices



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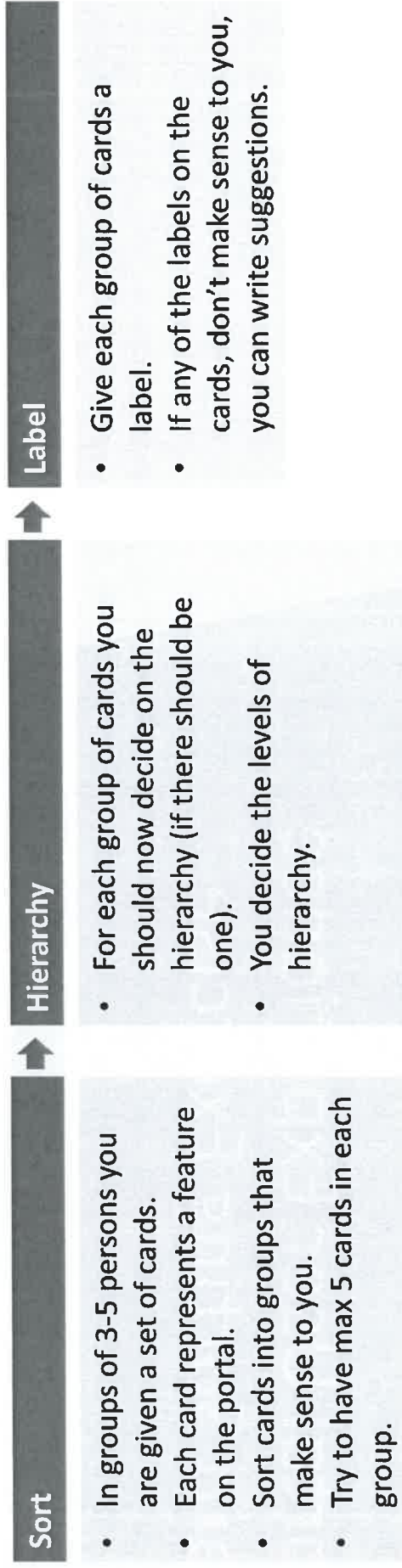
# Portal User Experience Card Sorting Exercise

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# Card Sorting

Organizing portal features into groups based on your understanding.



DRAFT



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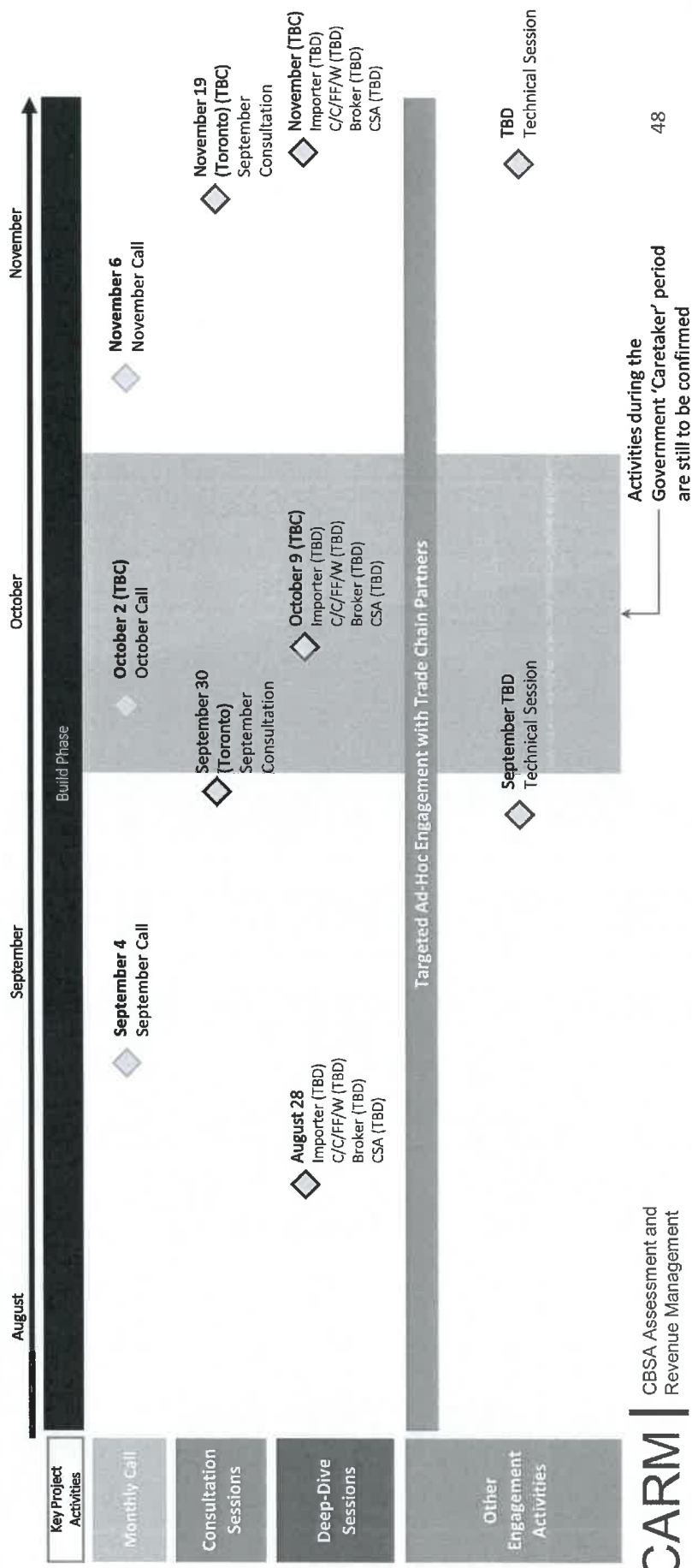
# Roundtable and Conclusion

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# 4-Month Outlook of TCP WG Activities

The following outlines the high-level schedule for the upcoming 4 months of TCP WG activities, including other relevant CARM TCP engagement activities.



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# Thank You!



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# Appendices

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# Appendix A: Sample Recap Sheet

CLVS Participant: 38928 3988 RM0001 ABC Courier											
Recap Sheet #: 138374											
Consist Sheet Ref #: XYZABC											
Release Date: 2019-06-15											
Shipment ID	Consignee	Business Number	Prov of Destination	Vendor/Exporter	Description of goods	Classification Number	Qty	Weight	VFD (CAD)	Country of Origin	Acquittal
12345	Jane Doe		ON	XYZ Vendor	Jeans	6201000000	5PR	2 lbs	\$211.45	US	B15
12346	John Doe		ON	123 Exporter	Tiles	4401000000	200	100lbs	\$49.99	US	Trans Nbr
Consist Sheet Ref #: 111111											
Release date: 2019-06-23											
Shipment ID	Consignee	Business Number	Prov of Destination	Vendor/Exporter	Description of goods	Classification Number	Qty	Weight	VFD (CAD)	Country of Origin	Acquittal
98765	ABC Inc.	13456852RM00		888 Exporter	Car Parts	8611000000	4	2 lbs	\$50.66	US	Exported
12346	Suzy Robinson		QC	999 Vendor	Household Item	3903555555	3	100 ml	\$19.99	US	CIRO
Consist Sheet Ref #: 222222											
Release date: 2019-06-14											
Shipment ID	Consignee	Business Number	Prov of Destination	Vendor/Exporter	Description of goods	Classification Number	Qty	Weight	VFD (CAD)	Country of Origin	Acquittal
12345	XYZ Inc	669813645RM0001		888 Exporter	Books	9500000000	4	2 lbs	\$145.00	US	Trans Nbr
12346	Rick James		MB	999 Vendor	Camping Equipment		3	100 ml	\$50.00	US	



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