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Trade Chain Partner Working Group (TCP SWG) Deep-Dive Session

DRAFT – FOR DISCUSSION PURPOSES ONLY

October 9, 2019

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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.

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Agenda

Topic	Speaker
Technical Rules of Engagement	Kevin Horseman
Questions & Answers	Kevin Horseman
Reporting and Data Extract Capabilities	Carola Daffner
Financial Statements and Correspondence	Carola Daffner
Transition Planning Activities	Kevin Horseman
Upcoming TCP Outreach Discussion	Kevin Horseman
Roundtable and Conclusion	Kevin Horseman

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Recap of August TCP WG Sessions / Questions & Answers

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Questions & Answers

Question	Answer
Security & Access	
When an importer delegates authority to a customs broker does every individual at that customs broker who will be accessing the portal or submitting a CAD have to register and set up an account?	Every individual who wishes to access the CARM Client Portal (CCP) will need to register and set up a user account and be delegated appropriate authority. CAD submissions may be performed via the CCP and/or Electronic Data Interchange (EDI). Even for individuals using EDI for CAD submissions, there are many additional benefits to having a portal user account such as submitting and tracking requests (e.g. appeals and rulings), and significant data extract/reporting capabilities.
Will a new importer need a CCP account to complete a CAD to obtain release at a CBSA office?	The Importer, or their Customs Broker, will need to have access to the CCP to prepare a fully completed CAD to obtain release of their goods (current B3 Type “C”). This option will not be available via EDI. There will be a workstation available at the Port of Entry that will allow the TCP to access their portal account to prepare the CAD; alternatively, the Importer/Customs Broker can complete and print the declaration for goods arrival processing ahead of time, if desired, to avoid completing the CAD at the CBSA office.
Who can access a transaction for correction prior to payment, is it only the customs broker or importer? If payment is due and not made on time, can a third-party still access the file for adjustment after payment due date if the payment is not made?	All parties that are given delegated authority to correct or adjust a CAD will be able to make changes to the CAD. Only customs brokers and importers will have access to make a correction prior to payment due date. Whether payment has been made or not, an adjustment can be made by any third-party once the payment due date has passed.

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Questions & Answers (cont.)

Question	Answer
Compliance	
How will versioning of the CAD affect importer/customs broker compliance/risking? Will the CBSA be able to share the guidelines that they will be using to determine compliance risk when the CAD's are versioned?	Depending on the nature of the changes made to the Commercial Accounting Declaration (CAD), your Risk Trust Compliance (RTC) score may be impacted. The CBSA will not be sharing proprietary RTC guidelines.
Daily Notice (DN)	
When a CAD is accepted and posted to the DN, it is our understanding that the DN date would be the accounting date for adjustments. Where will the DN posted date be visible, and will the customs broker get an EDI message with that date once the CAD is accepted? Will it be part of the audit trail data in the portal?	The accounting date will be the date that the CAD was received and accepted by the CBSA system. The importer and their customs broker may receive a notification if they choose to. Alternatively, they may view the daily notice on their portal account or query the transaction within their portal account to view the CAD, which will include the line level details and accounting date.

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Questions & Answers (cont.)

Question	Answer
Continuous Transmission Commodities (CTC)	
If a CTC participant can have a submission for both continuous transmission and regular transactions, how will the CBSA determine when the CAD must be submitted for these different types of transmissions?	Continuous transmission commodities and regular transactions must be submitted on separate CADs. For the CTC CAD, the HS Classification Code(s) and Mode of Transportation must qualify for continuous transmission commodities. The CARM system uses this information to apply the billing cycle accordingly. For those regular transactions that do not meet the CTC HS Classification Codes and Mode of Transportation qualifications, the regular LVS/HVS cycle will be applied by the CARM system.

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Reporting and Data Extract Capabilities

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Reporting and Data Extract Capabilities – Process

The following scenario outlines the steps that a TCP, who has already transacted business with the CBSA, would take to view its data in a canned report.

2. Personalize your data report

Select an available report type (canned report) to personalize your report from a specific data set. Note that for performance reasons, certain reports might require you to limit the range of data you wish to download. **You can personalize the report content by selecting:**

- Date range
- Data filters
- Report columns

1. Select a program account

Login to the CCP and choose a program under which you need to download a data report such as the following types:

- Trade/Declaration transactions
- Financial transactions

Data reports are available to Business Account Manager(s) and Program Account Manager(s)

3. Download your data report

The report type and it's personalization allow you to previsualize the report's size by the number of columns and lines. The report will be saved as tabular data in an open standard; *Comma Separated Values* (.CSV). It is the preferred format per the GOC guidelines. It is an open standard and can be used in Excel as well as most of the other spreadsheet software available on the market.

Tip: *Use the downloaded file in the reporting tool of your choice to further massage the data content to your needs.*

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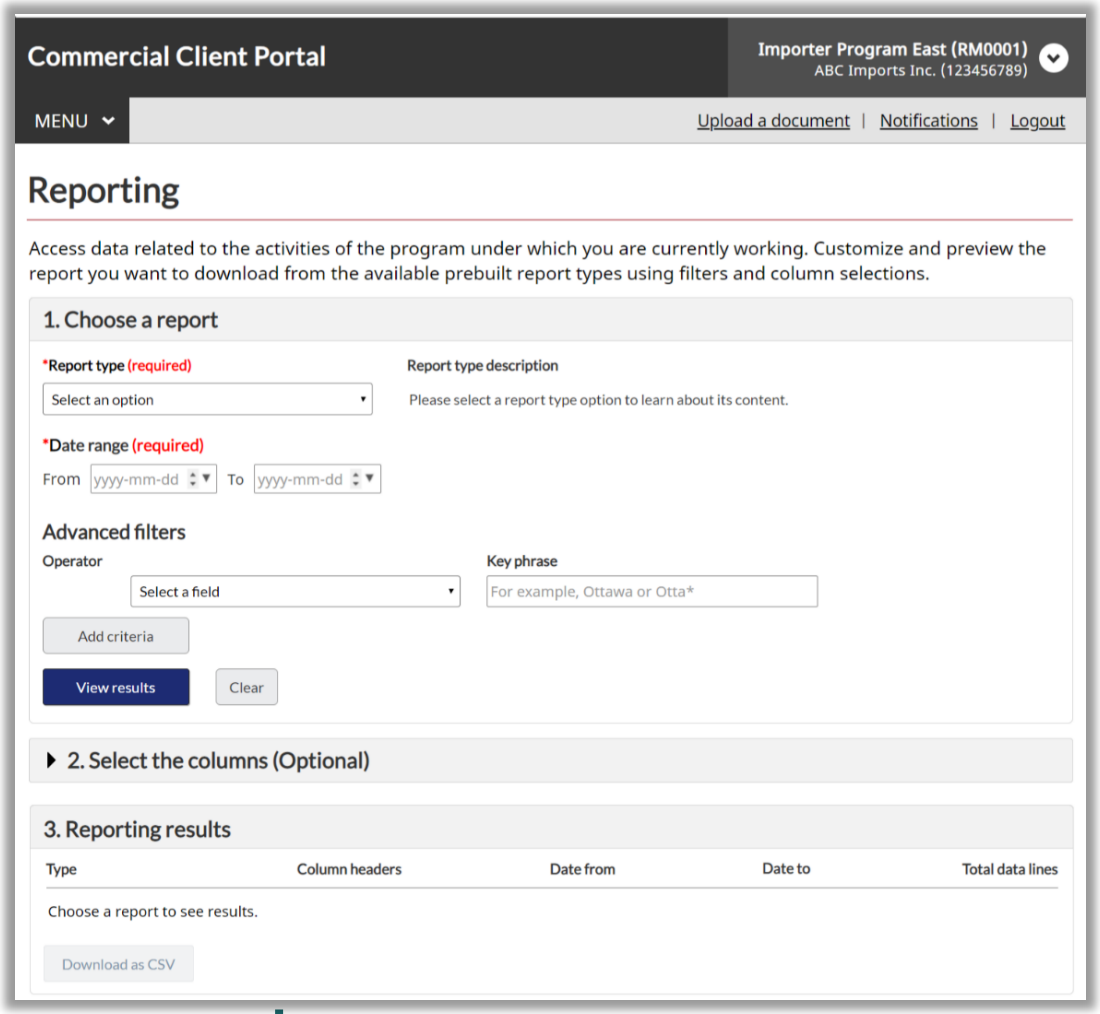
Reporting and Data Extract Capabilities - Demonstrations

Webpage overview



Header & Program account selection

Report type selection & filtering options

Columns selection (expand/collapse**)**

Report size results

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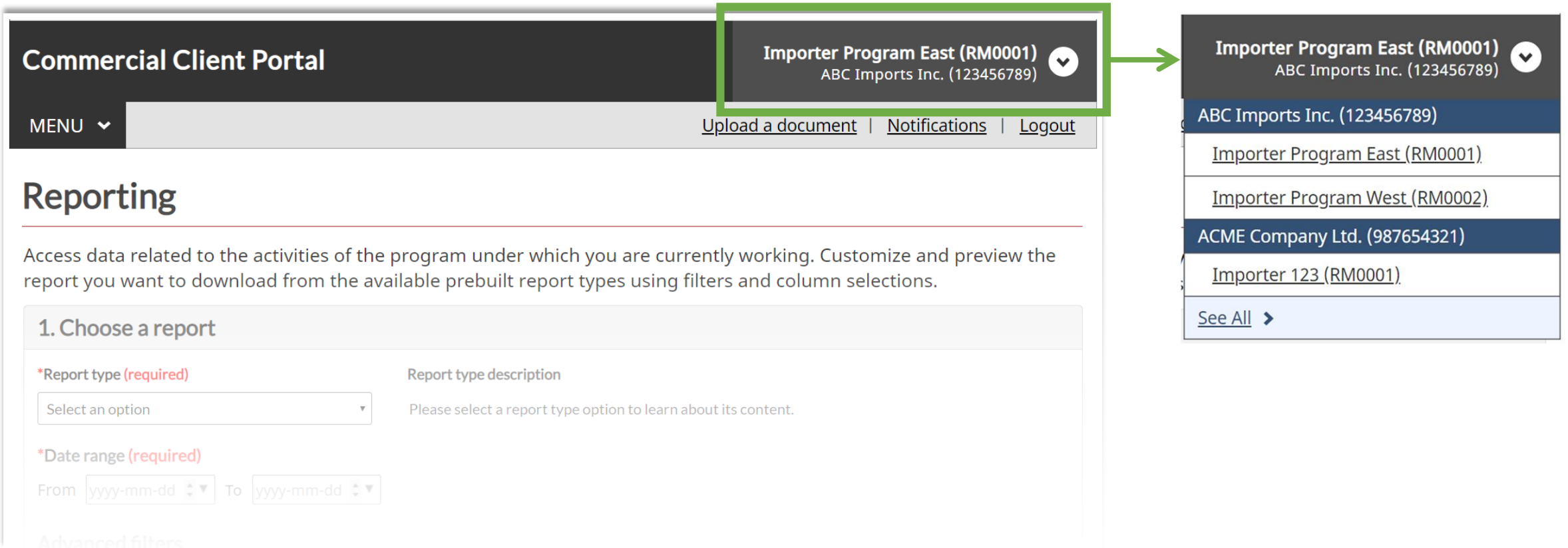
Reporting and Data Extract Capabilities - Demonstrations

Selecting a program account



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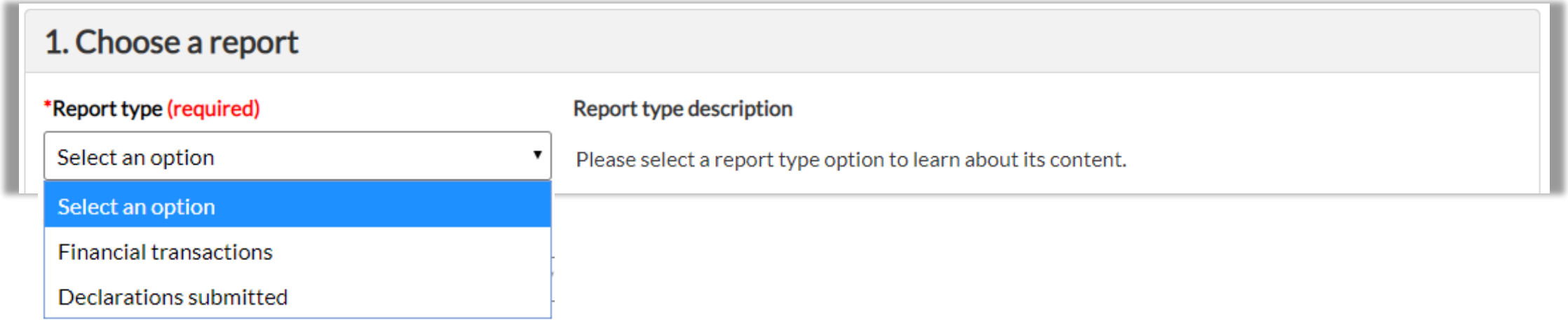
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Report types demonstrated today



Financial transactions	Transaction number, description and values of the posted financial transactions on your account.
Declarations submitted	Header, vendor and item data of the submitted declarations including calculated duties and taxes.

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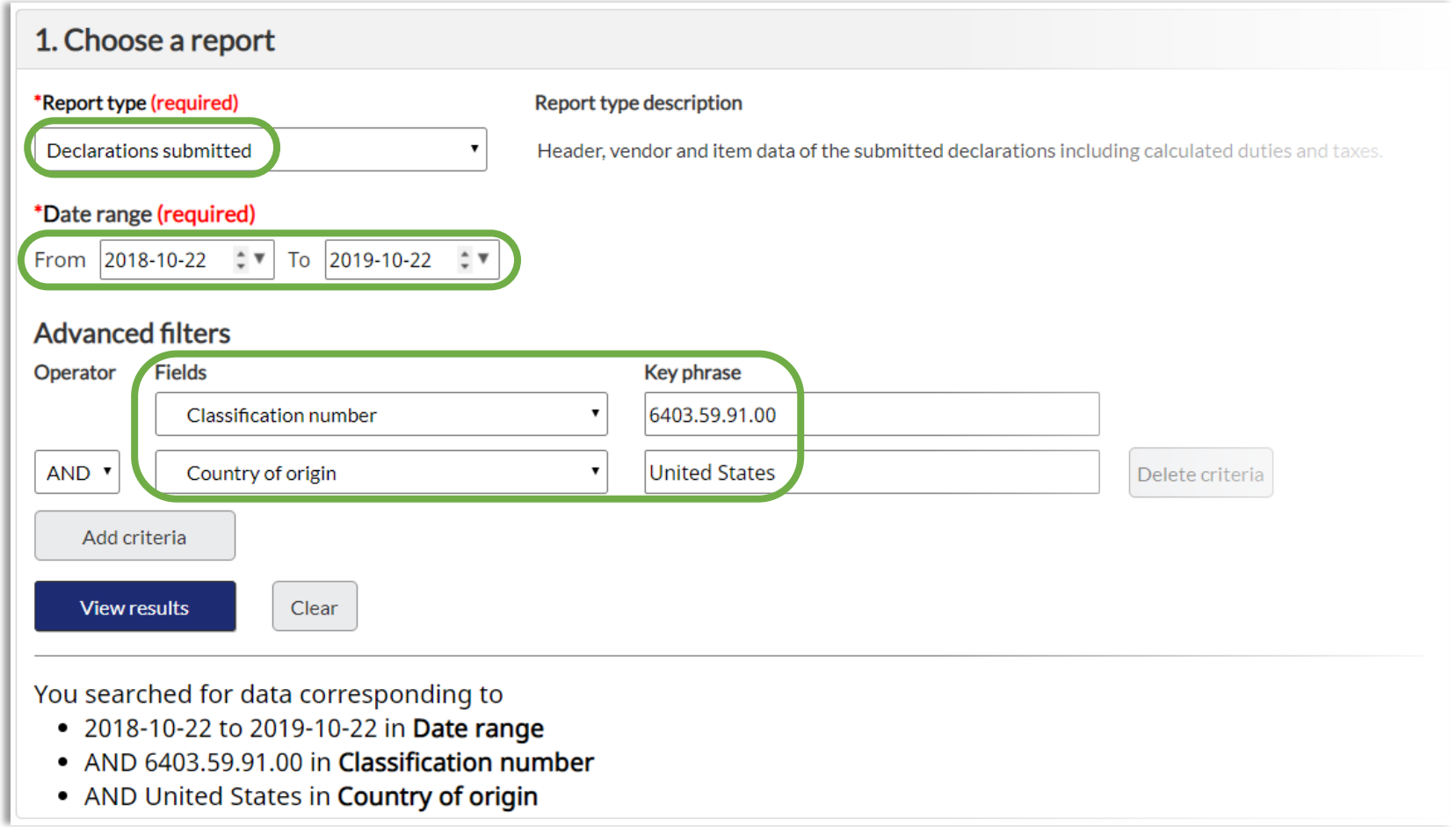
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Example for Declarations submitted

In this example, the user wants to extract all the data related to:

- A report type for ***Declarations submitted***;
- A date range set for all declarations posted (accounting date) between **2018-10-22** and **2019-10-22**;
- A classification number for leather slippers (**6403.59.91.00**); And
- A country of origin for **United States**



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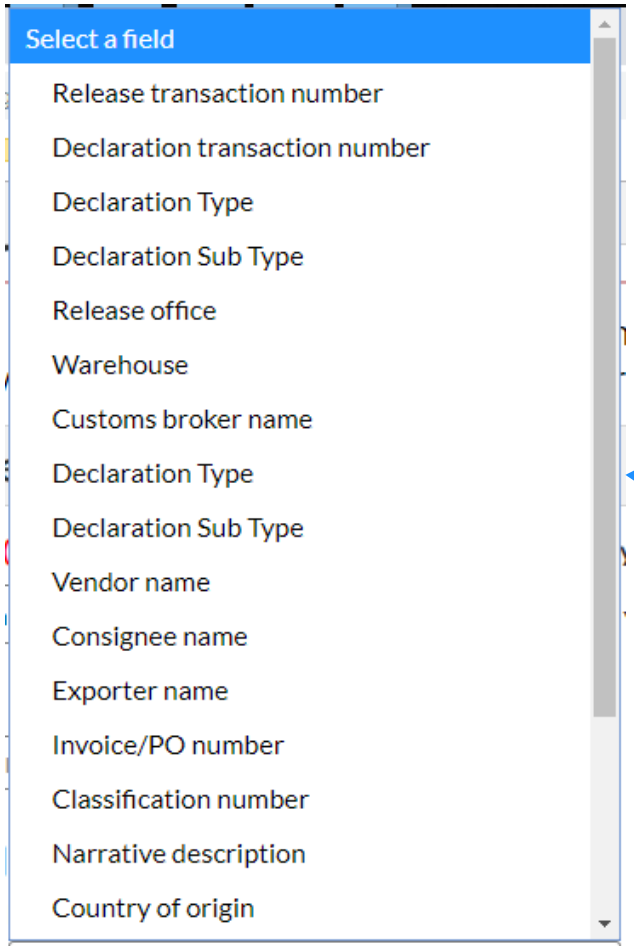
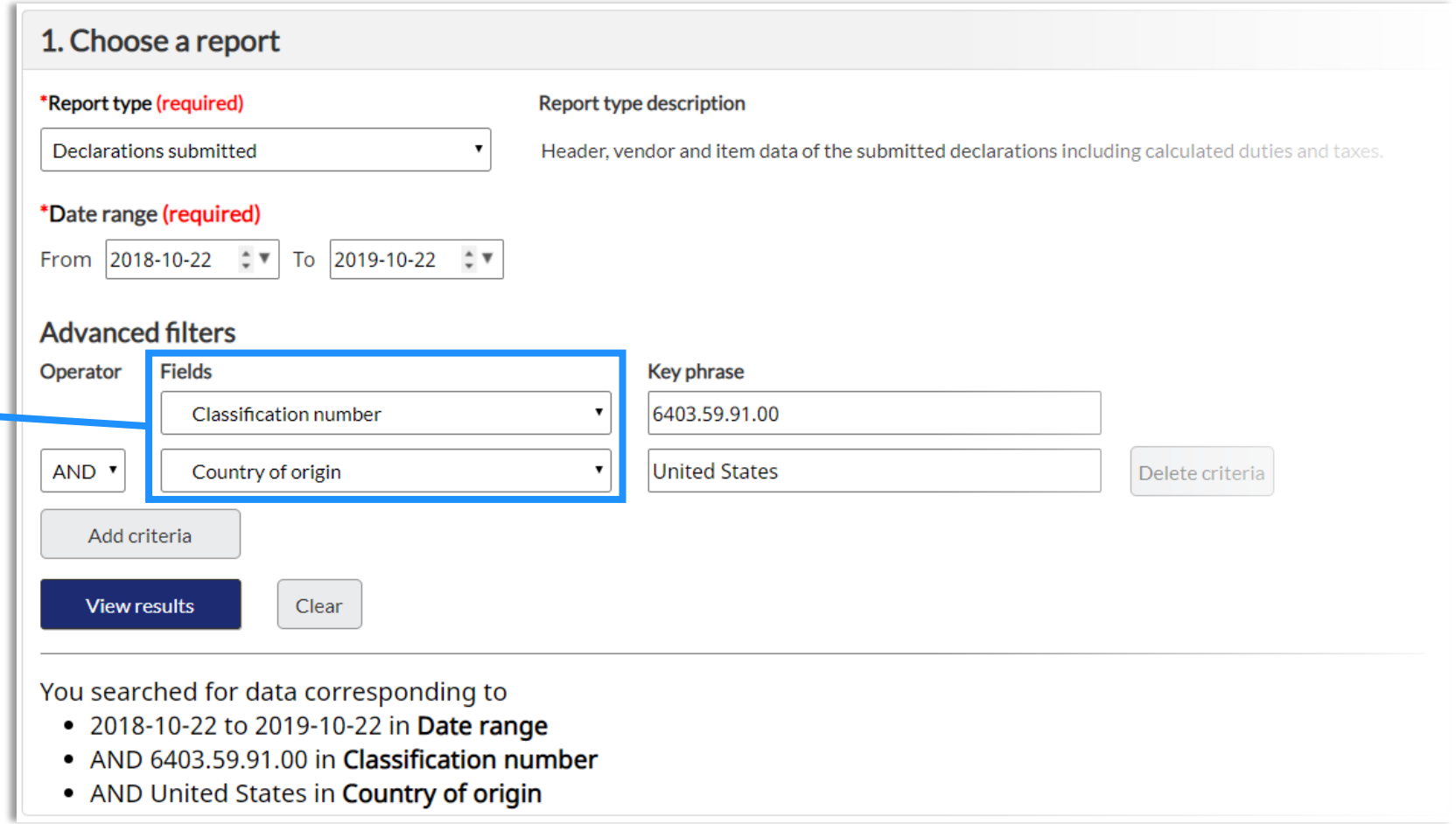
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Advanced filters fields for Declarations submitted





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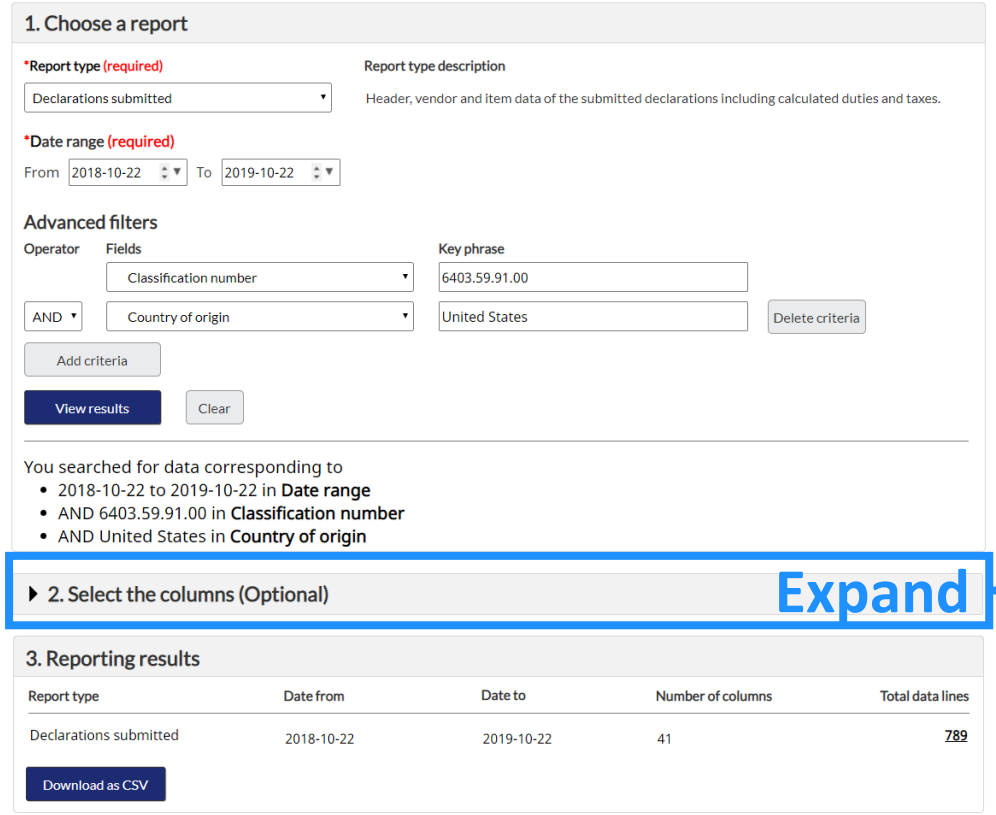
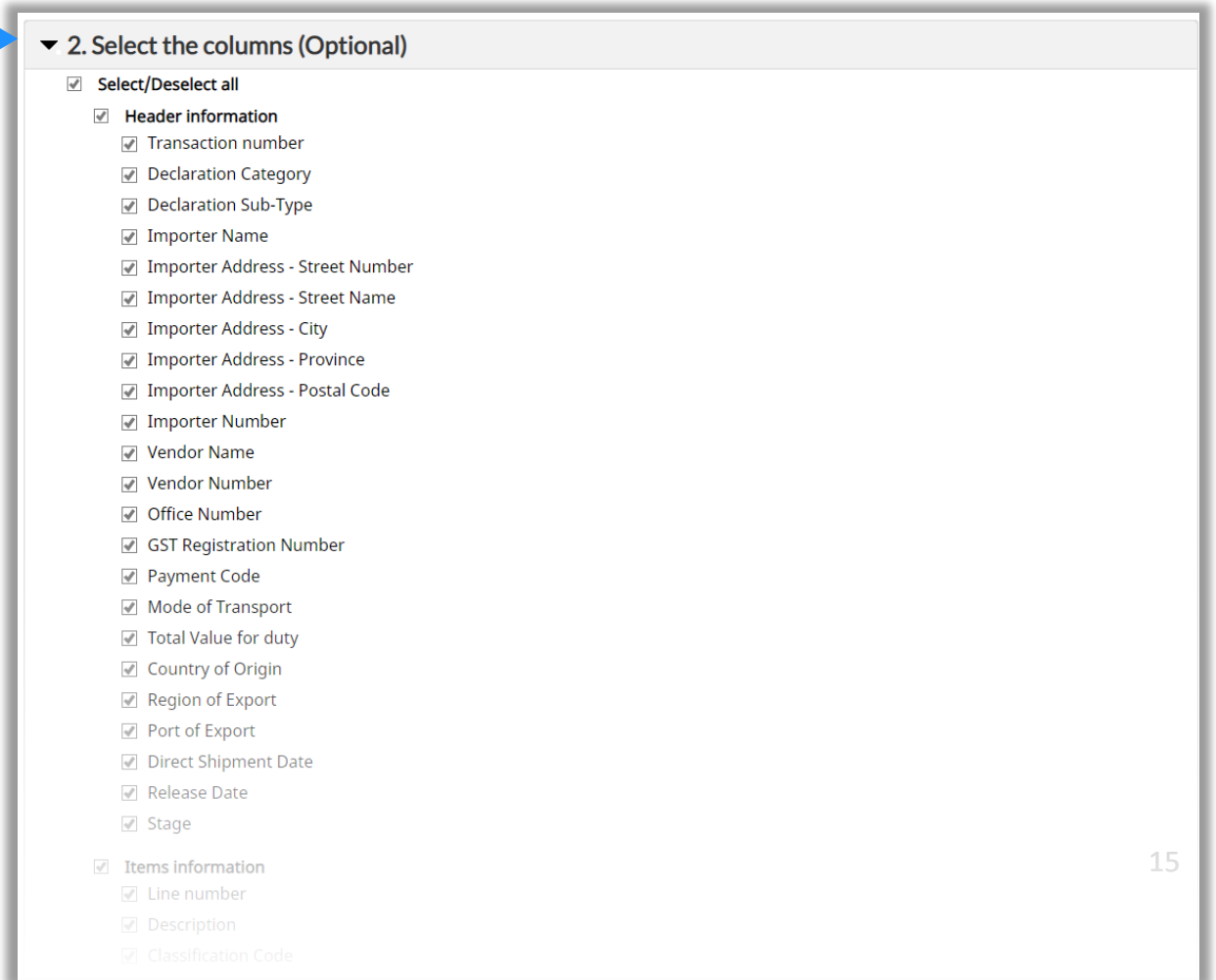
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Selecting the desired columns for Declarations submitted

The reports are prebuilt with a set of columns. The are all selected (checkboxes) by default, but the user has the option to unselect any undesired data.





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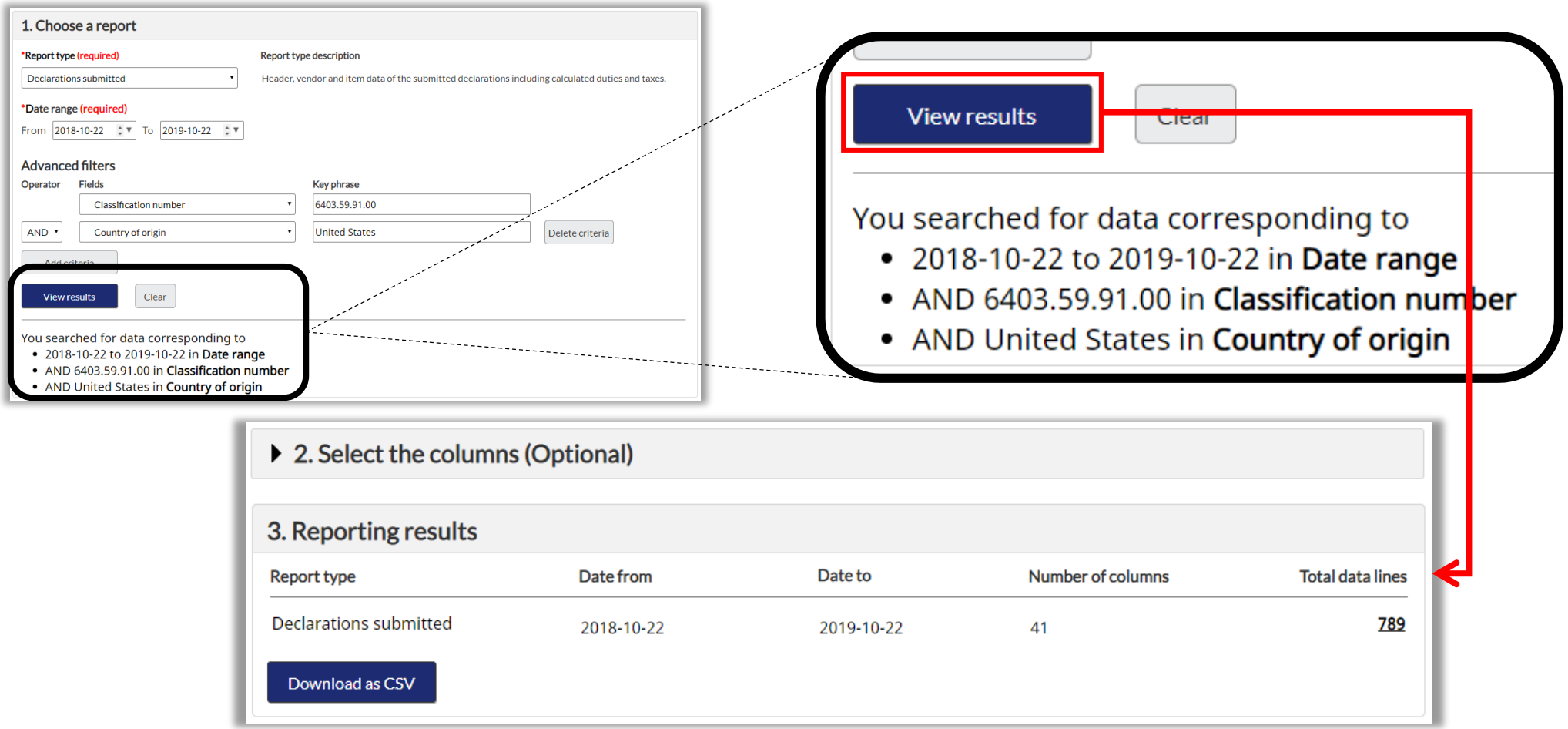
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Previewing results for Declarations submitted



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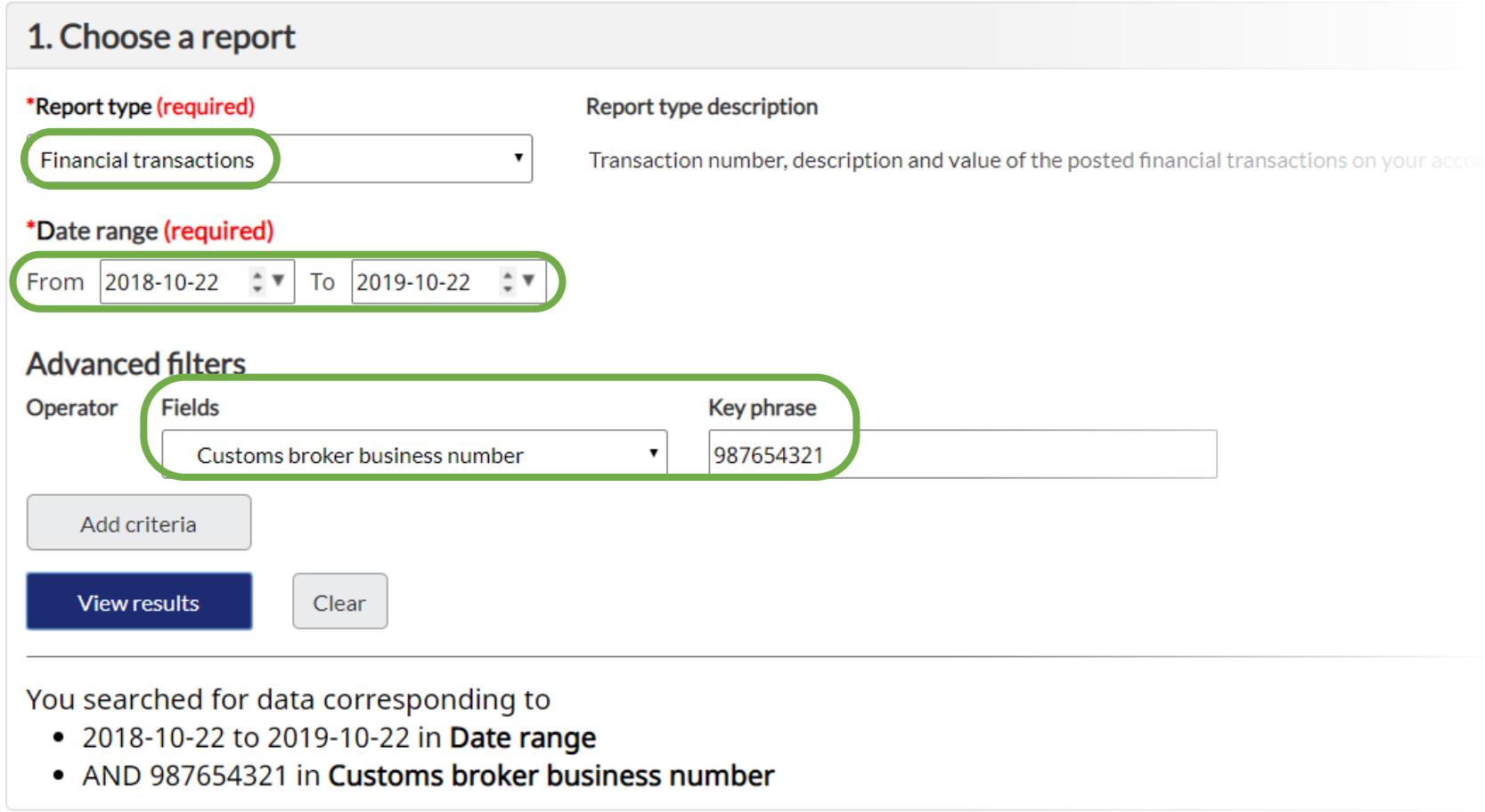
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Example for Financial transactions

In this example, the user wants to extract all the data related to:

- A report type for ***Financial transactions***;
- A date range set for all transactions posted to CARM system between **2018-10-22** and **2019-10-22**; And
- A Customs broker reference number (BN9) of **987654321**



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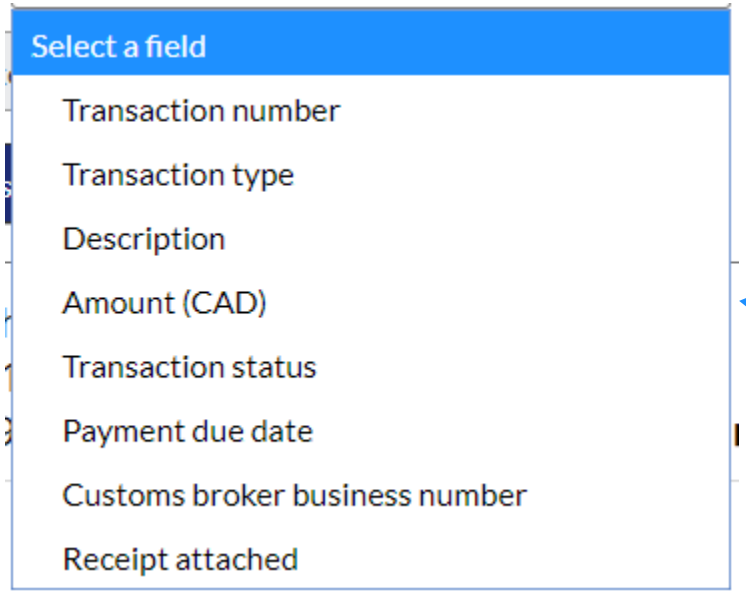
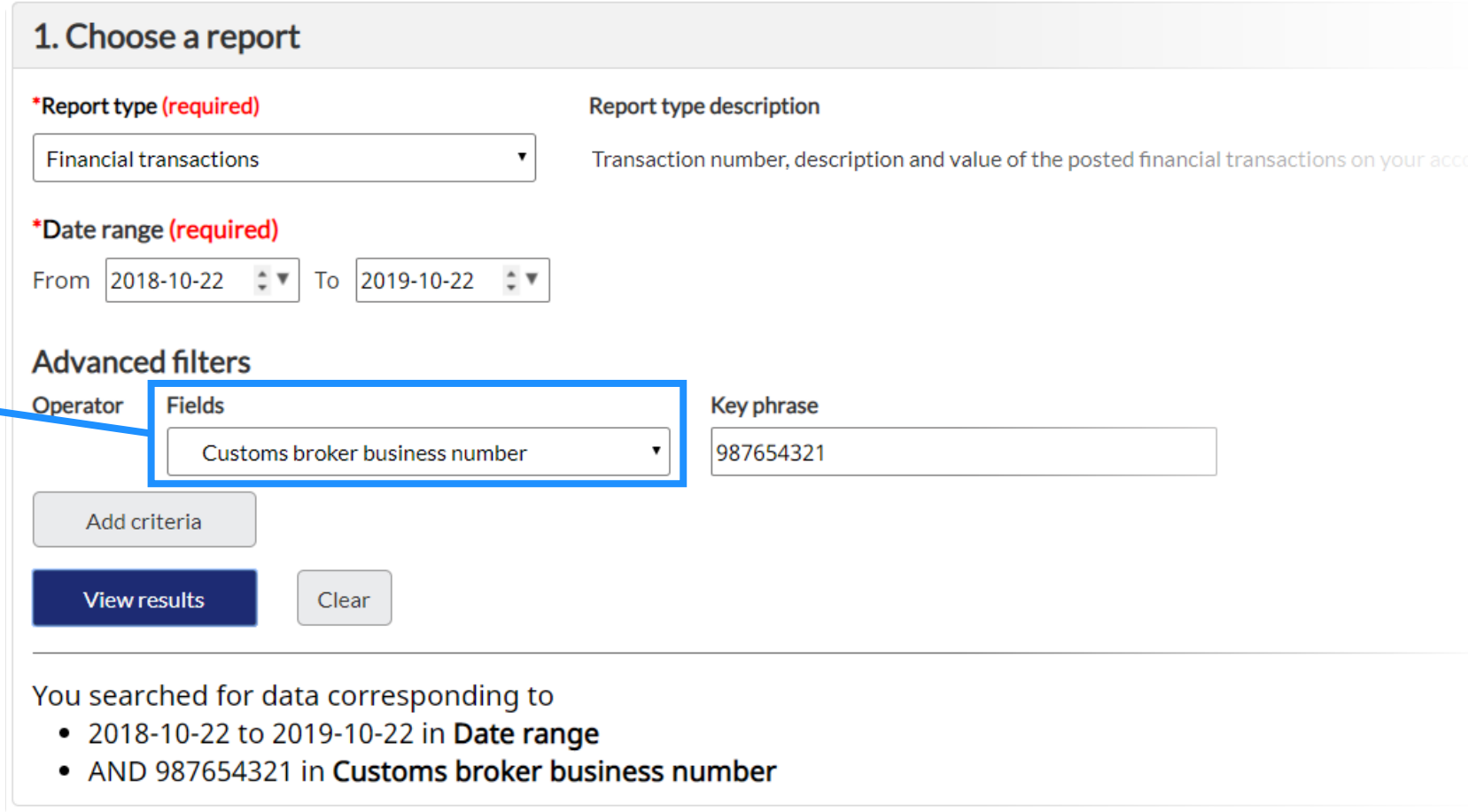
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Advanced filters fields for Financial transactions





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Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Selecting the desired columns for Financial transactions

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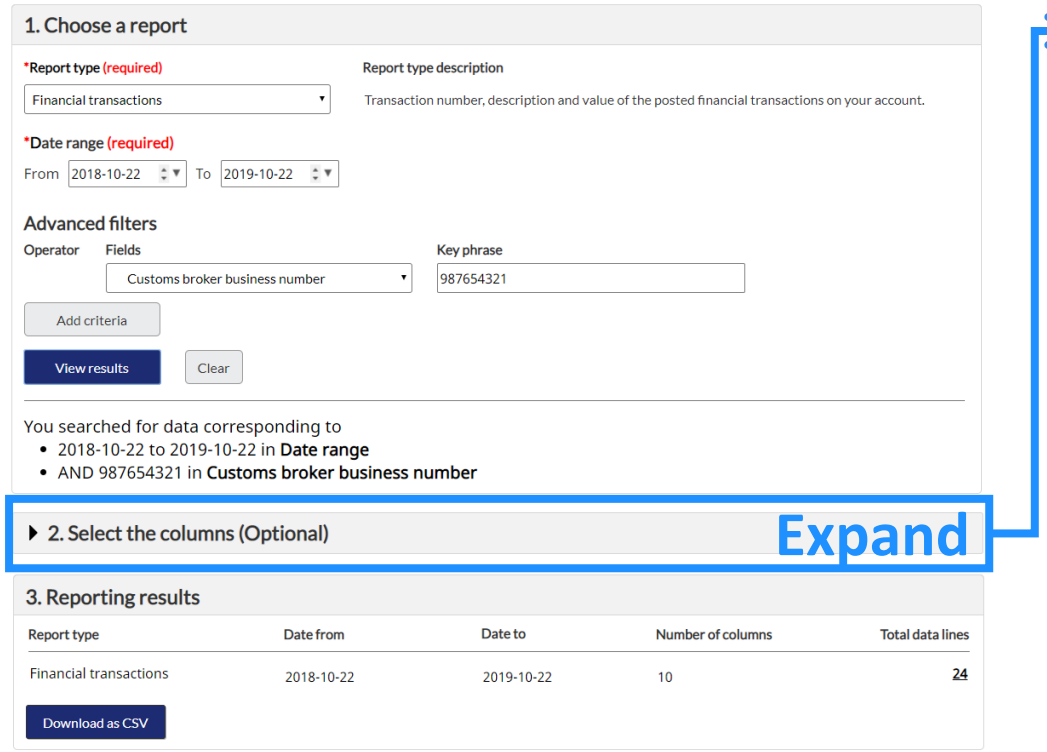

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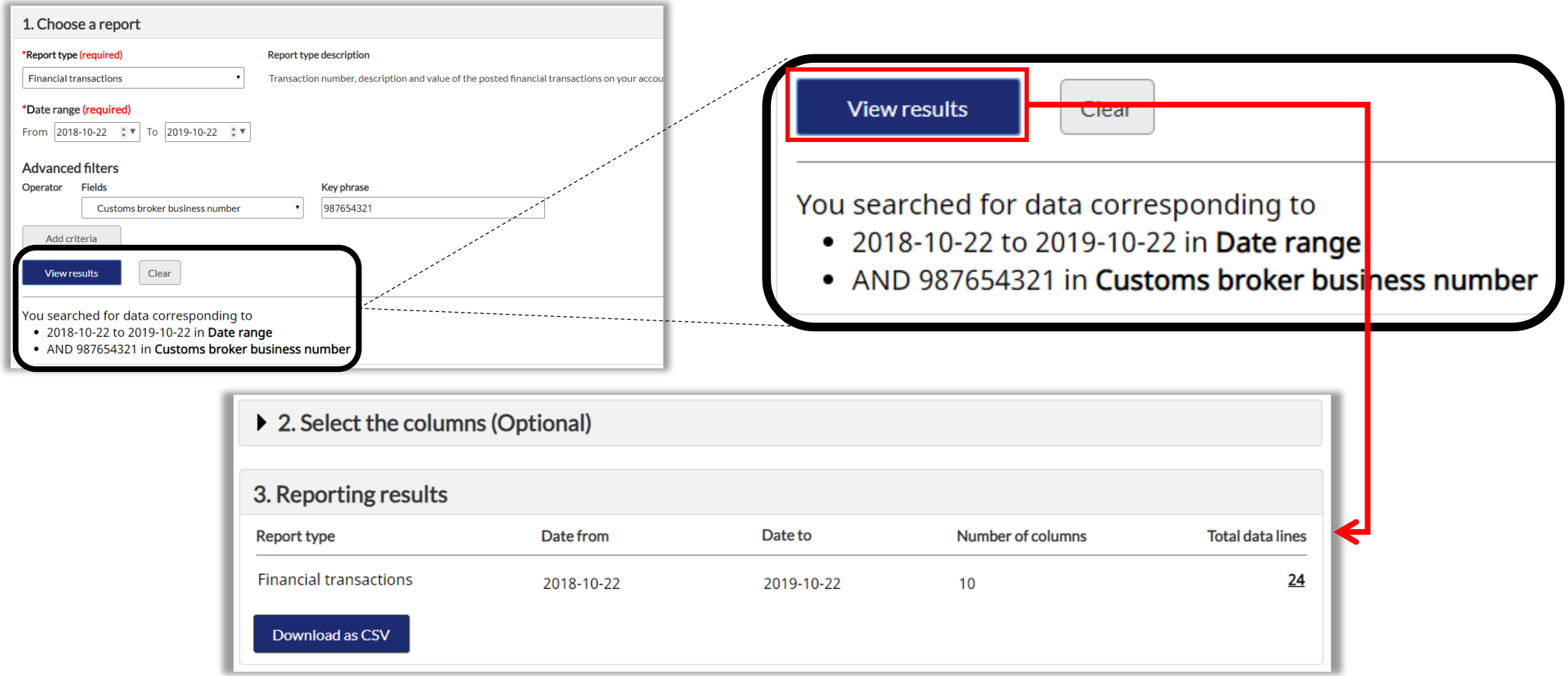
Reporting and Data Extract Capabilities - Demonstrations

Personalize your data report – Previewing results for Financial transactions



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Reporting and Data Extract Capabilities - Demonstrations

Download your data report – Sample report

▶ 2. Select the columns (Optional)

3. Reporting results

Report type	Date from	Date to	Number of columns	Total data lines
Financial transactions	2018-10-22	2019-10-22	10	24

Download as CSV

Do you want to open or save **CARM_Report_SubDecl_2019-09_23.csv** (541KB) from **cbsa-asfc.gc.ca**? Open | Save | Cancel

CARM_Report_SubDecl_2019-09_23.csv

CARM_Report_SubDecl_2019-0

File Home Insert Page Layout Formulas Data Review View Developer Antidote CleverAnt Acrobat Enterprise Connect Forr

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	A	B	C	D	E	F	G	H	I
1	Posting date	Transaction number	Transc Type	Description	Amount (CAD)	Payment due date	Release date	Customs broker	Receipt attached
2	2019-05-22	2000000032	B3	Special Assessment (SIMA)	3500	2019-07-01	2019-06-28	987654321	
3	2019-05-23	2000000009	B2	Reassessment	2000			987654321	
4	2019-05-23	260000000013	CD	Cash Desk	-2000			987654321	
5	2019-05-25	2000015224	B3	Excise Duties - Cigars	1000	2019-07-01	2019-06-28	987654321	
6	2019-05-28	260000000097	CD	Cash Desk	-1000			987654321	
7	2019-05-28	2000005081	B3	Customs Duties	6500			987654321	
8	2019-05-28	260000000097	CD	Cash Desk	-7500			987654321	
9	2019-06-01	2000000016	B3	GST Revenue on Imports	550	2019-06-01	2019-05-28	987654321	
10	2019-06-02	2000015120	B3	Customs Duties	12700	2019-07-01	2019-06-28	987654321	
11	2019-06-07	8000000053	E9	Temporary security dep. E29B	500	2019-07-07	2019-06-28	987654321	
12	2019-06-10	8000000072	K3	Special Service Fee	500	2019-06-10	2019-06-07	987654321	
13	2019-06-13	2000015099	B3	Customs Duties	5000	2019-07-01	2019-06-28	987654321	
14	2019-06-22	8000000098	AI	NPA Initial (AMPS)	300	2019-07-22	2019-07-20	987654321	
15	2019-06-23	9000000046	IN	Interest on Late Payments	300	2019-07-23	2019-07-20	987654321	
16	2019-06-25	2000015234	B3	GST Revenue on Imports	750	2019-08-01	2019-07-28	987654321	
17	2019-06-25	11000000042	IN	Interest	-180.9			987654321	
18		11010000086	IN	Interest	180.9			987654321	
19	2019-06-27	20000009606	LP	Payment Lot	-10000			987654321	Yes
20	2019-06-28	20000000215	LC	Cheque Lot	-12000			987654321	Yes
21	2019-06-29	2000014567	B3	HST Revenue on Imports	850	2019-08-01	2019-07-29	987654321	
22	2019-06-30	2000054332	B3	Customs Duties	2300	2019-08-01	2019-07-29	987654321	

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Additional questions?

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Financial Statements and Correspondence

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Financial Statement Overview

Type	Recipient	Versions	Timing	Medium
Statement of Account	Account Holder	1. Program Account 2. Program Type 3. Legal Entity	Monthly (25th)	• Protected pdf on portal • EDI
Customs Broker Summary Statement	Customs Broker	1. Legal Entity	Monthly (25th)	• Protected pdf on portal • EDI
Daily Notice	Account Holder	1. Program Account	Daily	• EDI
Daily Notice	Customs Broker	1. Legal Entity	Daily	• EDI
Online Transaction History	Account Holder	1. Program Account	Daily	• Online
Online Transaction History	Customs Broker	1. Program Account	Daily	• Online

- ***Account Holder*** *– any TCP who has incurred debt and is liable for payments (or has open credits) with the CBSA within scope of CARM transactions*
- ***SOA Versions*** *– has 3 versions and depending on TCP's offsetting option the corresponding SOA version will be issued*
- ***Customs Broker Summary Statement*** *– issued at Broker's BN9 level and replaces Broker SoA since there are no liability on the Customs Broker towards declarations submitted for importer's*
- ***Daily Notice*** *– issued mainly to EDI based clients only, for portal users the online transaction history will provide same information as the daily notice*

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Statement of Accounts

Main features of the future state of SOAs as compared to the current state

	Future State	***Current State***
Issued on	25th monthly *(includes declarations released between 18th (previous month) to the 17th (current month))*	*25th monthly* *(includes transactions released between the 18th to the 17th and posted to the account by the 24th)*
Payment due date	Harmonized payment due date *(for applicable transactions posted in the period)*	*New declarations have a harmonized payment due date, while all other transactions have different payment due dates*
Details provided	• Legal entity information • Account balance and payment due date • Summarized amounts by transaction types • Revenue breakdown for declaration based transactions	*Section for Declaration Transactions summarized by day & Section for all Other Transactions*
Version	Program Account (default, offsetting at account level) Program Type (offsetting at intra-program level) Legal Entity (offsetting at inter-program level)	*Importer SOA* *Broker SOA*
Payment liability	Account holder	*Importer & Broker*
Issuing medium	• EDI • PDF on the CARM portal	*EDI and Print at CBSA office*

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Statement of account

Illustrating the statement of account for TCP at program account level

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Statement of Account (Program Account)

Statement of Account (SOA)	Program Account Level	Billing period XXX, 18, YYYY to XXX, 17, YYYY

I Legal entity information

Business number	*BN9 number*
Legal name	*Legal entity business name*
Operating (program) name	*Name of program account*
Program account number	*RM number*
Program type	*Type of program*

II Statement summary

Statement date	*25-MMM-YY*
Payment due date	*17th + 10 weekdays*
Payable balance as of statement date	*=H*

III Summary of transactions in billing period <start> to <end>

A. Previous statement balance	*$A (from previous SOA)*
B. Corrections to previous statement balance	*$B (to transactions in previous period after SOA)*
C. Payments received after previous SOA	*$C (payments received after previous SOA)*
D. Disbursements	*$D (payouts after previous SOA)*
E. Late payment interest and penalties	*$E (late payment interest applied)*
F. Current period charges (open debits items)	*$F (sum total of all debits in curr. Period)*
G. Current period credits (open credit items)	*$G (sum total of all credits in curr. Period)*
H. Current statement balance	*$H = $A+$B-$C+$D+$E+$F-$G*

I. Summary of Revenue distribution breakdown for declarations:

Revenue Type
Customs duty
Excise tax
Excise Duties
SIMA
GST/HST
PST

IV Notes

General messaging

V Disclaimer

General messaging

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

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Comparison of current state and future state

Statement of Account

Current state (in ARL)	Future state (CARM Release 2)
Transaction based	Account based

Provides list of transactions:
• B3's submitted per day (25th to 24th)
• Other transactions posted in period (25th to 24th)
	Will provide a summary of transactions in the billing period:
	• Summarized amounts per transaction type:
	  • Payments received
	  • Disbursements issued
	  • Interest and penalties
	  • New debit items
	  • New credit items
	  • Revenue breakdown for declaration based transactions
	  • Customs Duties
	  • Excise Duties
	  • Excise Tax
	  • SIMA
	  • GST/HST
	  • PST

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Customs Broker Summary Statement

Illustrating the Customs Broker Summary Statement

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Customs Broker Summary Statement

Customs Broker Statement	Customs Broker Summary Statement	For the billing period XXX, 18, YYYY to XXX, 17, YYYY

I

Legal entity information	
Customs broker name	*Program name of customs broker*
Customs broker license number	*CBSA issued license number*
Business Number	*BN9 number*

II

Statement summary	
Summary report date	*25-MMM-YY*
Total number of importers	*# of Customs Broker's clients*

III

Importer RM Account	New declaration submitted		Corrections submitted		Adjustments submitted		Total	
	Number	Debit *	Number	Debit (Credit)	Number	Debit (Credit)	Number	Debit (Credit)
11111RM00001	#	$	#	$	#	$	#	$
22222RM00001	#	$	#	$	#	$	#	$
33333RM00001	#	$	#	$	#	$	#	$
44444RM00001	#	$	#	$	#	$	#	$
55555RM00001	#	$	#	$	#	$	#	$
66666RM00001	#	$	#	$	#	$	#	$
77777RM00001	#	$	#	$	#	$	#	$
...								

IV

Notes
General messaging

V

Disclaimer
General messaging

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Comparison of current state and future state

Customs Broker Summary Statement	
Current state (in ARL)	**Future state (CARM Release 2)**
Broker Statement of Account • Account balance and payment details	Broker Summary Statements • No account balance or payment requirements
Provides list of transactions categorized by Importer's: • B3's based on final accounting date (25th to 24th) • Other transactions posted in period (25th to 24th)	Will provide a summary of transactions for declarations submitted for importers in the billing period: • New declarations (number and amount) • Corrections submitted (number and amount) • Adjustments submitted (number and amount)

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Account Holder Daily Notice

Illustrating the Account Holder Daily Notice

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Daily Notice (Account holder)

Daily Notice <date>

I

Legal entity information	
Business number	*BN9 number*
Legal name	*Legal entity business name*
Operating (program) name	*Name of program account*
Program account number	*RM number*
Program type	*Type of program*

II

Summary of transactions

A. Import declaration related debt (new/corrections/adjustments)	*$A (debt incurred from importations)*
B. Payments received	*$B (payments received on day of DN)*
C. Disbursements issued	*$C (payouts made on day of DN)*
D. Late payment interest and penalty applied	*$D (late payment interest applied)*
E. Other transactions	*$E (debt incurred from all other transactions)*

I. Summary of Revenue distribution breakdown for declaration based transactions:

Revenue Type	Totals
Customs duty	$
Excise duty	$
Excise tax	$
SIMA	$
GST/HST	$
PST	

III

Details of transactions posted

Release date	Accounting date	Description	Transaction/Reference number	Version	Submitted by	Accounting Status	Due Date	Customs duties	Excise duties	Excise Tax	SIMA	GST/HST	PST	Total
Totals								$	$	$	$	$	$	$

IV

Notes

General messaging

IV

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General messaging

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Customs Broker Daily Notice

Illustrating the Customs Broker Daily Notice

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Daily Notice (Customs Brokers)

Daily Notice <date>

I **Legal entity information**

Customs broker name
Customs broker license number
Business Number

II **Summary of transactions**

A. Total of importation transactions submitted $A

III **Activities submitted by Customs Broker for Importer - <name> and <RM#>**

Release date	Accounting date	Transaction type	Transaction/Reference number	Customs duties	Excise Duties	Excise Tax	SIMA	GST/HST	PST	Total
Totals				$	$	$	$	$	$	$

III **Activities submitted by Customs Broker for Importer - <name> and <RM#>**

Release date	Accounting date	Transaction type	Transaction/Reference number	Customs duties	Excise Duties	Excise Tax	SIMA	GST/HST	PST	Total
Totals				$	$	$	$	$	$	$

IV **Notes**

General messaging

IV **Disclaimer**

General messaging

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Comparison of current state and future state

Daily Notices – Account Holder	
Current state (in ARL)	**Future state (CARM Release 2)**
Transaction based	Transaction based
Provides list of transactions posted on the day	Provides list of transactions posted on the day • No major change except layout adjustments

Daily Notices – Customs Broker	
Current state (in ARL)	**Future state (CARM Release 2)**
Transaction based	Transaction based
Provides list of transactions posted for importers on the day	Provides list of transactions posted on the day by the customs broker for importers • No major change except layout adjustments

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

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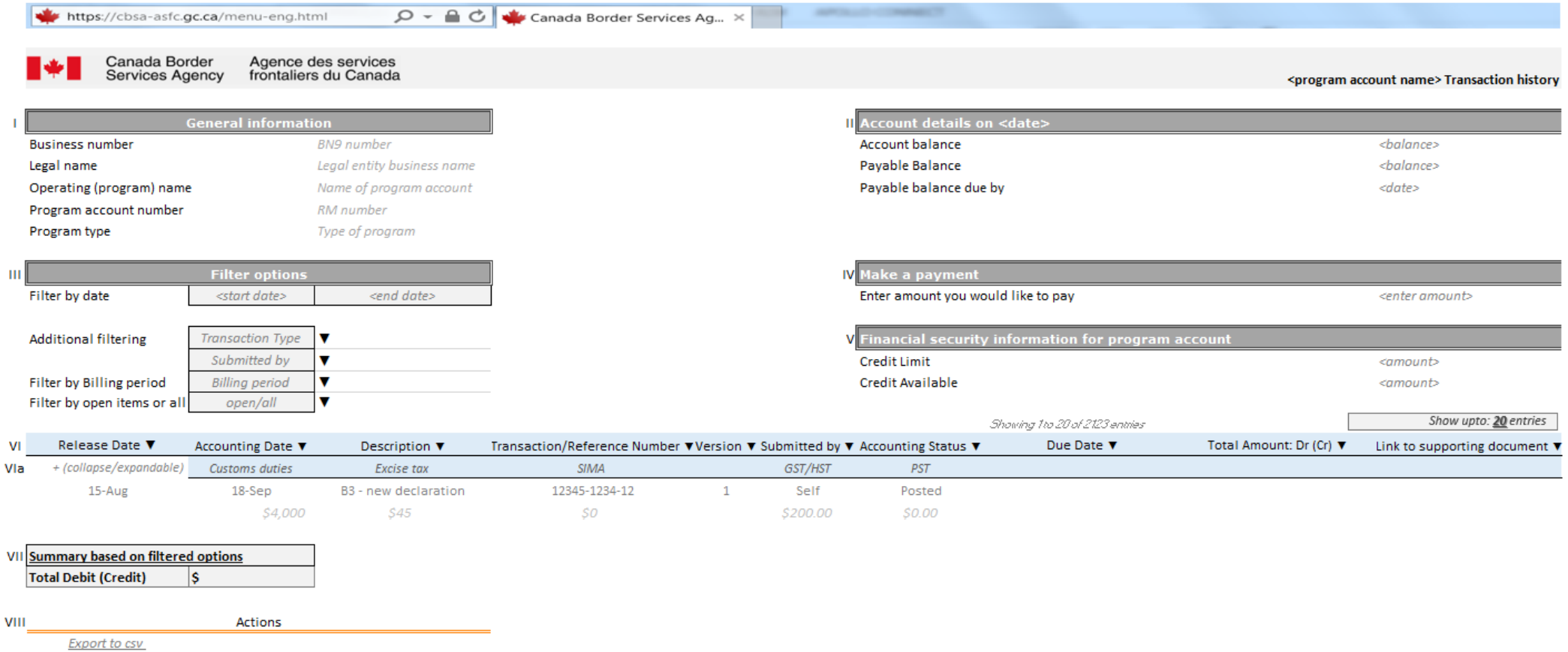
Online transaction history

Online transaction history (no current state)



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Business processes driving changes

Offsetting	a. Inter-Program: credits on any program accounts can offset debits for a given legal entity b. Intra-Program: credits on any program accounts for the same program type can offset debits for a given legal entity c. Program Account: credits within a program account only can offset debits on the same program account
Financial Security	a. Importer liability to make payments on all import declaration based transactions even if submitted by a customs broker
Billing period	a. Billing period = Release range: 18th to 17th b. Accounting range: for all releases in the billing period (18th to 17th), accounting must be submitted within 5 business days c. Able to submit interest-free corrections to declarations upto the payment due date d. Payment due date = 17th + 10 week days (unless a weekend, 18th is counted as day 1) e. For non release transactions (licenses, fees, penalties, interest) the billing period will be determined by the date the transaction was posted f. Exceptions: • CTC transactions = release period based on calendar month will be included in statement of the following calendar month, with payment due based on the payment due date on the statement • CLVS transactions = +1 billing period • Trusted Trader clients = may not have representative SOA since they are able to submit final accounting up to the payment due date

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Transition Planning Activities

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Transition Planning Activities

As we approach the implementation of CARM, work will be required to support the transition to the new solution. The project team is looking to identify activities that TCPs will need to participate in to facilitate their onboarding to CARM.

TCPs will be required to establish Delegation of Authority (DoA) for employees or third parties acting on their behalf.
To transact with the CBSA, Release 2 will require all client types to establish and manage the appropriate DoA via the CCP. Initial onboarding onto the portal will require a client to establish a Business Account Manager and designate a proxy. This Business Account Manager (or proxy) will serve as the CCP account owner and will need to grant access to others. Clients will need to be aware that without establishing DoA, employees or third parties will not be able to view, edit or submit information on their behalf.

All clients will require a BN and RM to transact with the CBSA upon Release 2 feedback.
The CARM Project is exploring options to identify existing clients (e.g. carriers, warehouses) who do not have a BN9 in ARL. This will require coordination with the CRA; however, our intention is to match all existing clients with a BN9 through the CRA. Options are also being explored around the timing to issue RMs to these clients (i.e. at or before Release 2 go-live).

Other considerations:

- There will likely be different processes required to support historical (pre-CARM) adjustments prior to or following the Release 2 go-live.
- TCP technical discussions are underway. This forum will be used to discuss transition activities that may be required from a technical perspective (e.g. onboarding to the new map).

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Upcoming TCP Outreach Discussion

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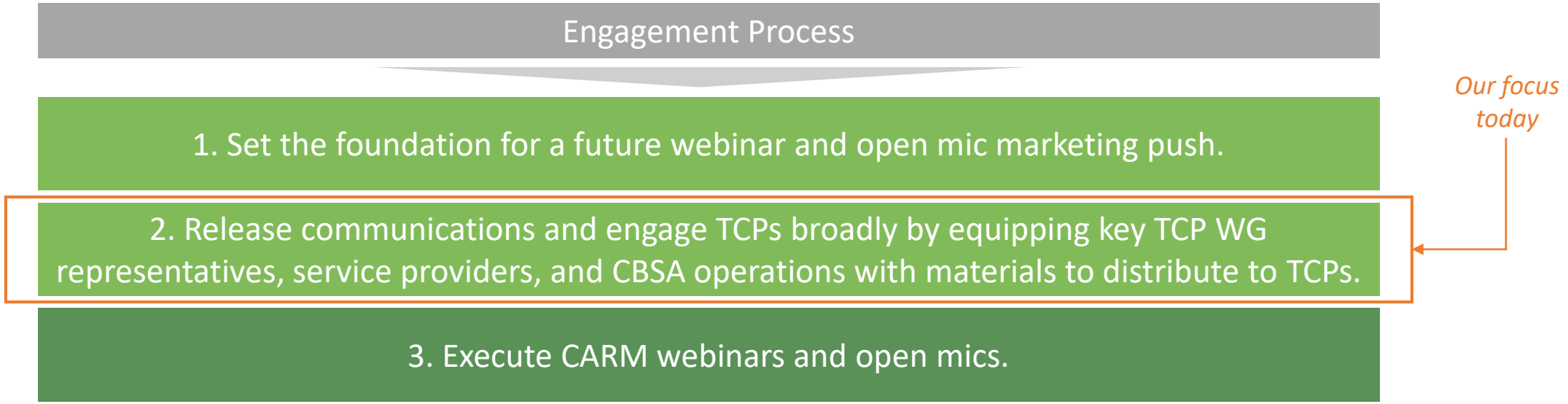
Purpose of Upcoming Cycle of TCP Outreach

- In the coming months, CARM will be implementing a coordinated communication campaign to communicate key solution details and promote participation in targeted webinar and open mic sessions set to occur in late 2019-early 2020.
- This campaign of webinars will cover general R2 information and specific actions and planning activities that TCPs will need to do prior to R1.



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

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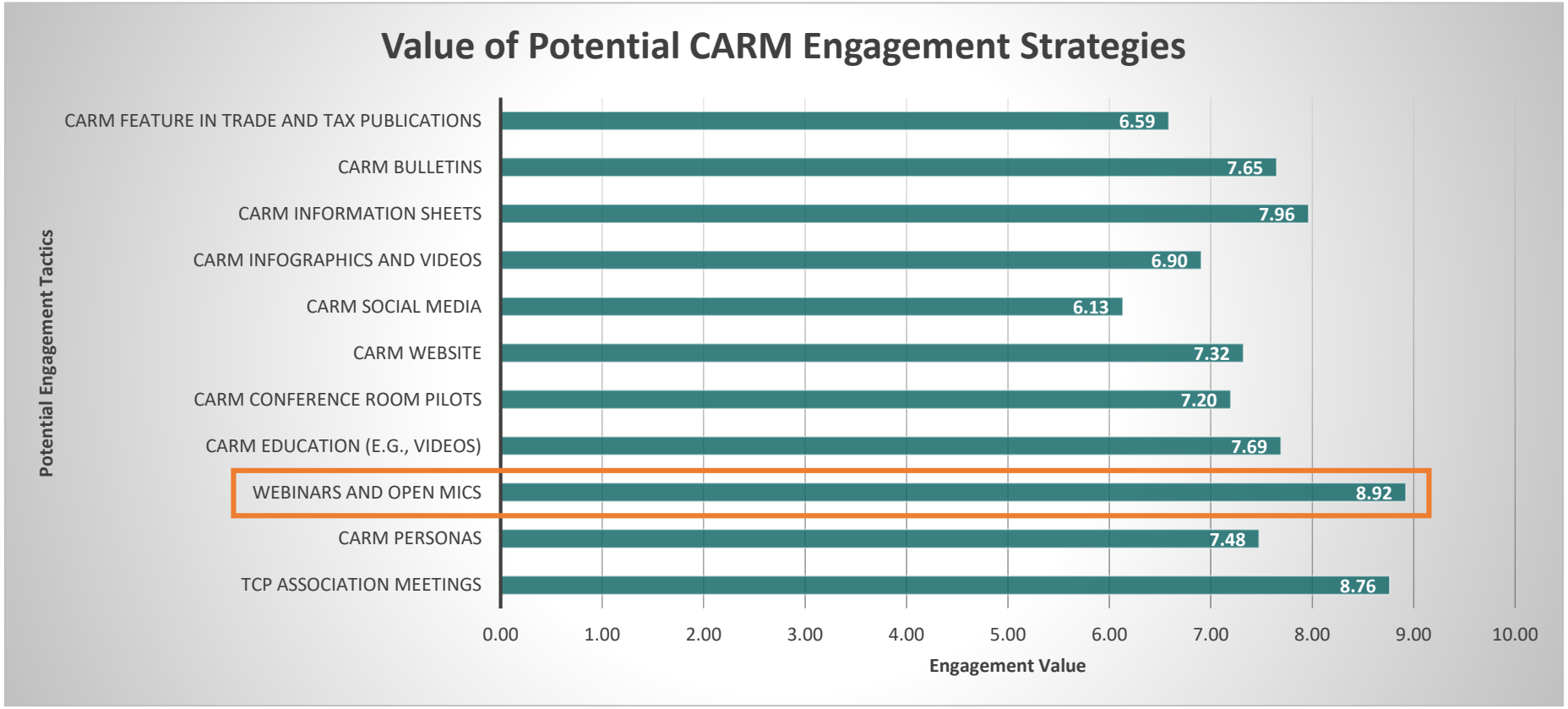
Results from TCP Persona Workshop Surveys

The feedback from the TCP WG persona workshops showed that webinars and open mics were perceived as the most effective TCP engagement strategy.



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Proposed Communications Distributed by the CBSA

- **CARM Website**: Updates to CARM website content that features CARM messaging and updates, including registration details for the upcoming webinars and open mics.
- **Customs Notice**: The CBSA may publish customs notices that detail key CARM decisions.
- **CARM Videos:** A video will be created to generate awareness and excitement for the project, which may be presented in the webinars and/or posted on the CARM website and industry channels.
- **DAS Form Attachments**: CBSA operations staff may be instructed to staple an attachment to all DAS Forms they process at the ports. This attachment would inform TCPs that B3/B2s will no longer be available in Spring 2021, directing them to the CARM Website and upcoming webinars to learn more.

- **CARM Social Media**: CARM will leverage existing CBSA social media platforms to provide key CARM messaging and updates, including webinar information. Links: CBSA Twitter, CBSA Facebook.

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Proposed Communications Distributed by the CBSA (cont.)

- **CARM CRA Communiqué:** CARM may be including CARM materials in various CRA communications, including a call-out to the upcoming webinars.

- **CARM GCcollab Group**: CARM may create a public GCcollab page that will house key resources and promote the upcoming webinars.

- **CARM EDICT**: CARM may publish key project timelines, changes, and benefits in an official CBSA release.

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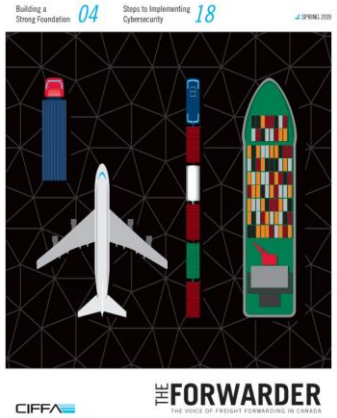
GCcollab



- **CARM Feature in Trade Publications:** CARM will be developing communications to be featured in trade publications.

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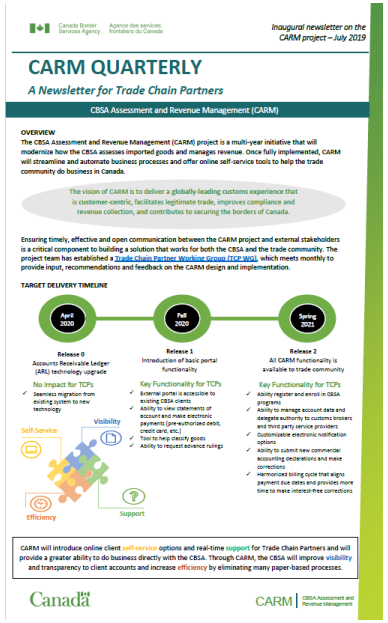
Proposed Communications Distributed by TCPs

CARM will create an information package of key CARM information for TCP WG members, associations, customs brokers and third-party service providers to distribute. This package will include:

- **CARM Infographics**: CARM will develop infographics that will build excitement and awareness of the project, as well as illustrate key solution details, when available.



- **CARM Newsletter**: CARM to disseminate key messages and updates through a short newsletter.

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

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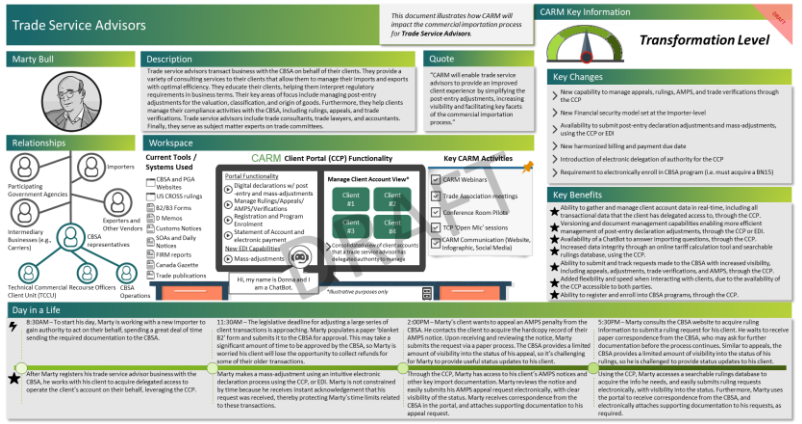
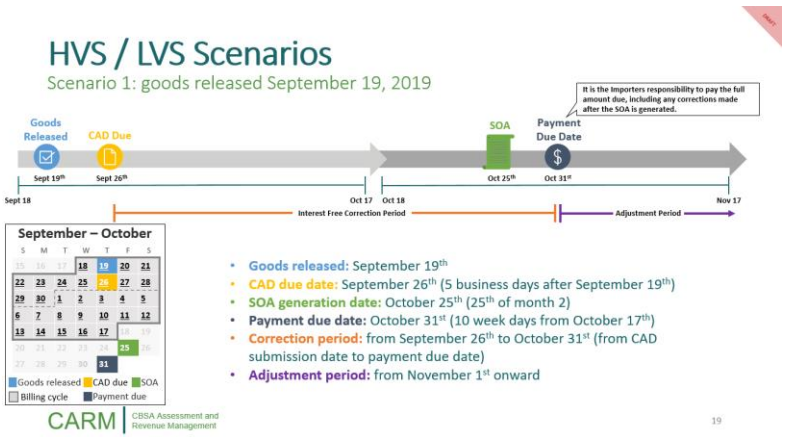
Proposed Communications Distributed by TCPs (cont.)

CARM will create a package of key CARM information and resources for the TCP WG, associations, customs brokers and third-party service providers to distribute. This package will include:

- **CARM Personas**: Personas are one-pagers that represent stakeholder groupings, illustrating the key changes and benefits that specific stakeholder groupings may experience from CARM. These personas highlight the key aspects of CARM in a consolidated and personalized fashion.





- **CARM One-Pagers:** One-pagers on key CARM design elements (e.g., financial security changes, revised billing cycle) will be created.

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Trade Association Engagement

- CARM will present key solution details and updates at trade chain association meetings, including logistical details on the upcoming webinars and open mics.
- Depending on time and resource constraints, CARM may call into an association meeting and provide a ‘plug’ for the upcoming webinars and open mics, or may ask the association to provide these details themselves, along with our CARM teaser video.

- Are there other specific engagements/association meetings that you are aware of that we should consider attending?

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Upcoming Webinars and Open Mics

- CARM will conduct webinars to provide details on key elements of the overall CARM design, while also focusing on Release 1 changes for the stakeholder groups that will be most impacted the Interim State of CARM.
  - These webinars will be recorded and be made available to be distributed publically.
- Open Mics will follow, allowing for TCPs to ask questions to key CARM subject matter experts.
- Topics may include:
  - General R2 – RPP changes, the CAD, revised billing cycle
  - R1-specific – determining CCP account ownership, delegation of authority structure

- What other key topics/decisions should the CARM team communicate to the trade chain community at this time?

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Additional questions?

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Roundtable and Conclusion

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Thank You!

For more information:

- Visit the CARM CBSA website
- Email: CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca
- Follow CBSA social media accounts: Facebook (Canada Border Services Agency) and Twitter (@CanBorder)

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